

Complaints Procedure

At Hamond Estates, we are committed to delivering a high standard of service to all our clients. If you feel we have fallen short of your expectations, we welcome the opportunity to resolve the issue efficiently and fairly.

We are a proud member of The Property Ombudsman (TPO) and comply fully with their Code of Practice. Our formal complaints procedure is set out below.

Step 1 – Informal Resolution

In the first instance, please raise your concern with the member of staff you have been dealing with. Most issues can be resolved quickly at this stage.

Step 2 – Formal Complaint

If you are not satisfied with the initial response, you may escalate the matter by submitting a formal written complaint.

Please include:

- Your name and contact information
- The property address (if relevant)
- A clear summary of the complaint
- What outcome you are seeking

Send your complaint to:

Paul McGonagle
Hamond Estates Ltd
3-5 Westgate
Heckmondwike
WF16 0HE
✉ paul@hamondestates.com

We will acknowledge receipt of your complaint within 3 working days and provide a full written response within 15 working days. If more time is required to investigate, we will inform you and keep you updated.

Step 3 – Senior Management Review

If you are dissatisfied with our response, you may request a further review by a senior member of our team. We will respond with our final viewpoint within 15 working days of this request.

HAMOND ESTATES LTD
Sales | Lettings | Valuations
3-5 Westgate, Heckmondwike, WF16 0HE
☎ 01924 407 905 | ✉ paul@hamondestates.com
🌐 www.hamondestates.co.uk

Step 4 – The Property Ombudsman

If you are still not satisfied after receiving our final response, or if eight weeks have passed since the initial complaint was made, you may refer the matter to:

The Property Ombudsman
Milford House, 43-55 Milford Street
Salisbury, Wiltshire, SP1 2BP
☎ 01722 333306
✉ admin@tpos.co.uk
🌐 www.tpos.co.uk

Complaints must be referred to the TPO within 12 months of receiving our final viewpoint letter.

Note:

This procedure does not affect your legal rights. We retain records of all complaints to help improve our service.

Hamond Estates Ltd is a member of The Property Ombudsman and adheres to its redress scheme.