

CUSTOMER COMPLAINTS PROCEDURE

We are committed to delivering the highest level of service, but if something does go wrong, we aim to work swiftly and fairly to put it right.

By letting us know when you have a problem, we can work with you to understand what's happened. This easy-to-use guide tells you how to make us aware of your views so that we can address any concerns you may have, quickly and professionally.

HOW DO I REPORT A COMPLAINT?

The first thing you need to do is contact us and let us know what part of our service you are unhappy with. You can report your concerns to us by phone, in writing by post, or you can send us an email.

We will aim to resolve any issues immediately, however if this is not possible then your concerns will be escalated to a manager who will investigate the matter.

Redwood & Sons Limited
36 Barnham Road
Barnham
West Sussex
PO22 0ES

Phone: 01243 551122
Email: office@redwoodandsons.co.uk

WHAT HAPPENS NEXT?

When we receive your complaint, we will:

- 1 Send you a written acknowledgement within three working days, this will outline who is responsible for investigating the issues raised.
- 2
- 3 Collate as much information as possible and liaise with the various departments involved to establish all the facts.
- 4 Send a detailed response within fifteen working days, informing you of the outcome and ask if the suggested resolution is satisfactory. If we need more time to resolve your concerns, you will receive a written explanation for the delay.

ESCALATING THE COMPLAINT

Let us know if you feel your complaint has not been fully addressed. Your concerns will be acknowledged within three working days of receipt and your complaint will be re-reviewed by a senior staff member.

Where possible, a final response will be issued within fifteen working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution, and inform you of your right to appeal to a third-party.

CONFIDENTIALITY

All complaints are kept confidential and will be dealt with fairly. If we do not hear from you within eight weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

CONTACTING OUR INDEPENDENT REDRESS SCHEME

If you are not satisfied with the outcome issued within our final response, we advise that you contact our independent redress scheme.

An independent redress scheme is a free, independent body set up to resolve disputes between consumers and businesses—that have not been resolved internally. Their decisions are binding on both parties.

WHEN TO CONTACT

Independent redress schemes will only review complaints that have concluded with a final response from the agent, or if eight weeks have elapsed since the complaint was first made.

Membership number: T05580

The Property Ombudsman

33 The Clarendon Centre

Salisbury Business Park

Dairy Meadow Lane

Salisbury

Wiltshire SP1 2JT

Phone: 01722 333 306

Email: admin@tpos.co.uk

www.tpos.co.uk

www.tpos.co.uk/consumers/make-a-complaint

You must refer your complaint to the Redress Scheme within 12 months of our final response.

CONTACTING PROPERTYMARK

Propertymark are the leading professional body for the property sector. They will investigate complaints against their members where evidence points to a breach in their Conduct and Membership Rules—this can lead to a disciplinary hearing.

In some cases, complaints may be resolved without a hearing, in which case you will be notified of the outcome in writing. If there is sufficient evidence to proceed, a disciplinary hearing will be held before an independent tribunal panel.

Visit their website for more information

propertymark.co.uk/professional-standards/complaints

01926 496 791 | complaints@propertymark.co.uk

PROPERTYMARK - THE PROFESSIONAL BODY FOR THE PROPERTY SECTOR

Redwood & Sons Limited is registered in England and Wales under company number 12857248.

Registered Office: 74-76 Aldwick Road, Bognor Regis, West Sussex PO21 2PE

Reviewed January 2026