



RTA (Business Consultants) Ltd
Discovery House, Crossley Road, Stockport SK4 5BH
Company Reg No. 01066879

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Complaints Procedure:

You can telephone us on 0161 975 1501 to discuss your complaint

OR

You can email us at: customercomplaints@rtaonline.co.uk

OR

You can write to us at:
Customer Complaints,
RTA (Business Consultants) Ltd.
Discovery House,
Crossley Road,
Stockport,
SK4 5BH

RTA is a member of The Property Ombudsman scheme for Residential and Commercial sales. Membership No. D6131

This scheme, which is approved by The Office of Fair Trading, enables clients who have a grievance which cannot be resolved through the RTA customer complaints procedure, to bring their complaint to the attention of The Property Ombudsman who will investigate the grievance and determine a judgment which shall be final and binding on both parties.

It is essential that the RTA Complaints procedure is followed to its final conclusion before any complaint is referred to The Property Ombudsman for consideration. Further details can be found on The Ombudsman website at www.tpos.co.uk.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.