

Hurst Estate Agents Customer Complaints Procedure

Hurst Estate Agents, a member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by our Branch Manager and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the Branch Manager at the address as below.

Hurst Estate Agents, 1 Crendon Street, High Wycombe, Bucks, HP13 6LE.

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our investigation, you are provided with a further opportunity to have the complaint reviewed by our Operations Manager at the address given below.

Mrs Kate Goodwin. Hurst Estate Agents, 25 Park Parade, Western Dene, Hazlemere, Bucks, HP15 7AA.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complains procedure within 8 weeks from the date we receive your written notification. The Property Ombudsman request complaints are made in writing to the address below.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

