



INTERNAL COMPLAINTS PROCEDURE

At Sage & Elder, we strive to provide the highest standard of professional service to every client. However, we recognise that sometimes things may not go as planned.

We view feedback, including complaints, as an opportunity to learn, improve our processes, and protect the relationship of trust we have built with you.

If you feel our service has fallen short of the standards outlined in our Customer Charter, we want to hear about it. We promise to handle your concerns with empathy, speed, and total transparency.

As accredited members of The Property Ombudsman, we follow a rigorous, regulated process for handling disputes. When you raise a concern with us, you can expect:

- **A Fair Hearing:** Your complaint will be dealt with impartially and taken seriously.
- **Clear Timelines:** We will acknowledge your grievance promptly and provide a formal response within a set timeframe.
- **Accountability:** If we have made a mistake, we will own it and work to find a fair solution.
- **Independent Redress:** If we cannot reach a resolution together, you have the right to refer the matter to The Property Ombudsman for an independent review.

hello@sageandelder.co.uk
01225 258914

OUR COMMITMENT

We aim to provide a high-quality project management, property finding and introduction service. However, if you or a family member are dissatisfied with any aspect of our service, we want to hear about it so we can put it right. We will deal with your complaint fairly, transparently, and at no cost to you.

HOW TO COMPLAIN

Please send your complaint in writing (by letter or email) to:

- **Contact Name:** Victoria Whipp
- **Email:** vicky@sageandelder.co.uk
- **Address:** The Orchard, Priors Hill, Timsbury BA2 0HE

If you require assistance in putting your complaint in writing due to a health condition or any other reason, please let us know and we will make reasonable adjustments to help you.

OUR TIMELINE FOR RESOLUTION

We follow the strict timelines set out by our redress scheme:

- **Stage 1: Acknowledgment (Within 3 Working Days)** We will acknowledge your complaint in writing and provide you with a copy of this procedure.
- **Stage 2: Formal Investigation (Within 15 Working Days)** We will conduct a full investigation into your concerns. A formal written outcome, including our decision and any suggested remedies (e.g., an apology or a refund of fees), will be sent to you.
- **Stage 3: Final Viewpoint (Within 15 Working Days of your reply)** If you remain dissatisfied with our Stage 2 response, you may request a final review. We will provide our final written viewpoint on the matter within 15 working days of your request.

INDEPENDENT REDRESS

If you are still not satisfied after our final viewpoint, or if **8 weeks** have passed since you first complained and the matter is still unresolved, you can refer your complaint to our independent redress scheme for a free, impartial review.

The Property Ombudsman (TPO)

Address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Website: www.tpos.co.uk

Tel: 01722 333 306