COMPLAINTS & APPEALS PROCEDURE

As a business we aim to provide the highest standard of services to all clients. To ensure that your interests are safeguarded, a grievance procedure has been introduced. This provides for the matter to be dealt with internally.

This does not affect your statutory rights; it should be considered complementary to any legislation governing the business whose regulations and guidelines are to be fully complied with at all times.

Please complete our complaints & appeals form and return to:

The Manager
Northgate Estates NE LTD - Northgate Estate Agents
8 Town Sq
Billingham
TS23 2LY

Or scan and email your completed form to compliance@northgates.net

What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within 3 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 receipt of the original complaint.
- 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 are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

Avenue House, Suite 3 Greenwell Road, Newton Aycliffe DL5 4DJ
t: 01325 315869 | e: dl5@northgates.net
w: www.northgates.net

The Property Ombudsman
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
SP1 2TJ
admin@tpos.co.uk
01722 333 306

www.tpos.co.uk

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

- Please note the following:
- You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

Visit: www.tpos.co.uk

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COMPLAINTS & APPEALS FORM

This is the Form you need to complete if you want Northgate Estate Agents to look at your Complaint.

PART 1	GENERAL DETAILS			
	Your Details		Details of any other joint seller / buyer / Landlord /Tenant	
First Name:		Title:		Title:
Surname:				
Address for correspondence (including postcode):				
Occupation:				
Daytime Phone No:				
Fax:				
E-mail:				
Best time to call (UK Time):				

I am complaining/Appealing as (please tick the relevant box):			
A Seller:-		A Buyer:-	
A Landlord:-		A Tenant:-	

PART 2	PROPERTY CONCERNED
Address of Property concerned	

The Property Ombudsman
Avenue House, Suite 3 Greenwell Road, Newton Aycliffe DL5 4DJ
t: 01325 315869 | e: dl5@northgates.net
w: www.northgates.net

PART 3	THE OUTLINE CASE HISTORY OF MY COMPLAINT/APPEAL
Please give a bullet point summary of the relevant key events – with dates – of the transaction or dispute with the Agent.	This is your chance to tell your side of what happened to explain why you have made your complaint/APPEAL. Please be as specific with details as you can (eg; dates, times, names, telephone numbers you called from) in factual **bullet point format**. If you would prefer to type or write this on a separate page – please do so.

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PART 4	I AM PROVIDING THE FOLLOWING SUPPORTING EVIDENCE:
Please attach all correspondence between yourself and the Estate Agent that you consider relevant.	

PART 5	I WOULD LIKE THE ESTATE AGENT TO:
Please state what you think the Estate Agent should do to put things right.	

I/we confirm all of the details and information is true:

Signature(s). . . . . .

Print Name(s): . . . . . Date . . . . . .

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