

Bell & Blake: Internal Complaints Handling Procedures

Here at Bell & Blake we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details

Bell & Blake is a member of The Property Ombudsman Scheme (TPOS)

By belonging to this organisation, we are required to follow strict professional standards.

Stage One – Member of team you have been dealing with

We would request that you initially make your complaint in writing to the member of the team you have been dealing with. Upon receipt of your complaint he/she will assess your submission and will respond within three working days of receiving your written complaint.

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Contact details:

Telephone 01243 790674 email: info@bellandblake.co.uk website: www.bellandblake.co.uk or post
12 The Hornet, Chichester, West Sussex PO19 7JG

Stage Two – Partner of Bell & Blake

If you wish to progress your complaint beyond the member of the team you have been dealing with, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the partner will acknowledge your correspondence within three working days. You will receive a full response and a Final Viewpoint letter within 10 working days.

Contact details:

Telephone 01243 790674 email: info@bellandblake.co.uk website: www.bellandblake.co.uk or post
12 The Hornet, Chichester, West Sussex PO19 7JG

Stage Three - The Property Ombudsman Scheme / the Ombudsman Services: Property

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: admin@tpos.co.uk, website: www.tpos.co.uk or post:
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The contact details of the Ombudsman Services: Property are as follows:

Telephone: 0330 440 1634, website: www.ombudsman-services.org/property or post:
OS:P Complaints, The Brew House, Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL

The contact details of the Property Redress Scheme are as follows:

Telephone: 0208 275 7131, email: info@theprs.co.uk, website: www.theprs.co.uk or post:
PRS Complaints, Kingmaker House, Station Road, Barnet, Hertfordshire, EN5 1NZ

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.