

## COMPLAINTS PROCEDURE

Eeleven strives to ensure that the process of buying and selling is as smooth as possible. However, in what can be a stressful transaction, occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any grievances that may arise are resolved as quickly as possible.

All Eeleven employees take customer satisfaction very seriously and we will endeavour to resolve the issue swiftly and professionally.

### Formally making your complaint

If you wish to make a formal complaint, please put this in writing to our Sales Director. On receipt of your letter of complaint, the Sales Director will acknowledge your letter within three working days. We will then undertake a proper investigation and respond to you with a formal written outcome within 15 working days from the date of receipt of your written complaint.

Please write (by email) outlining the specific details of your complaint to:

Email: **hello@eeleven.co.uk**

If you remain dissatisfied with this formal written outcome, you can further pursue the complaint and it will be reviewed by another senior staff member. This further review will be sent to you within 15 working days and will include a written statement of our final view.

### Referral to The Property Ombudsman

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied with our final view you may seek redress through The Property Ombudsman, which provides a free, independent service for dealing with unresolved disputes. The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure. Any referral to The Property Ombudsman must be made within twelve months of the date of our final view statement.

Their details are as follows:

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

[www.tpos.co.uk](http://www.tpos.co.uk)

Should you wish to discuss your complaint at any stage of the process, please call 020 8539 9544.