When things need sorting out...

Sales customer complaints procedure

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns. For the sale and purchase of residential property our Alternative Dispute Resolution (ADR) entity is The Property Ombudsman.

We can help

In the first instance, we would always suggest that you speak with the Branch Manager. They will know you and your transaction and will want to help resolve any issues you may have.

However if you feel you need to make a formal complaint, please tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we are in a position to conduct a thorough investigation.

Please tell us about your complaint in your own words. We know tools like ChatGPT can be helpful, but AI-generated complaints can sometimes make it difficult for us to understand what happened and lack appropriate context. We may need to ask clarifying questions, which can cause a delay in the process before we are able to fully respond.

You can do this in one of three ways:

By emailing the details to
EAComplaints@connellsgroup.co.uk

or in writing to the following address
Estate Agency Complaints Department
Sequence (UK) Limited
Witan Gate House,
500-600 Witan Gate West,
Milton Keynes,
MK9 1GF

Alternatively by telephone on **01525 215 410**

Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your complaint will be allocated to a member of the Estate Agency Complaints & Feedback team.
- The members of this team do not work for the branch and will conduct an impartial investigation for you. If you have evidence in support of your complaint, please forward the details at the earliest convenience.
- You will receive a response within fifteen working days of us receiving your complaint.
- If further time is required, you will receive a written explanation for any delay during the fifteen working day timeframe.
- If we do not hear from you within a further eight weeks from the date of our response, we will assume the matter has been addressed and we will close our file.
- If you have any concerns during the complaints process, please contact the member of staff whose name appears on the acknowledgment letter.

Still unhappy?

- After receiving the initial response, if you feel your complaint has not been fully addressed, please let us know using the communication methods detailed above.
- We will escalate your outstanding issue for a second and final review, at which time you will receive a further acknowledgment letter within three working days.
- Your concerns will then be considered by a separate member of the Estate Agency Complaints & Feedback Department, who has not been involved in the initial response to your complaint.
- Our second and final response will be issued within fifteen working days of your request for a further review.
- We expect that all complaint issues will have been raised and addressed at this stage and so our second response will be our final viewpoint.
- At the end of the final viewpoint letter, we aim to have resolved your complaint to your satisfaction, however if this is not the case, we will detail how you can escalate your concerns to The Property Ombudsman.

What happens next?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any unresolved complaint to an appropriate third party for dispute resolution. Therefore in our final letter to you, we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure, and that you may now progress your issues to our Alternative Dispute Resolution (ADR) entity which is The Property Ombudsman.

Their details are as follows:

The Property Ombudsman
The Property Ombudsman Unit 159756,
PO Box 7169, Poole, BH15 9EL

T 01722 333 306
E admin@tpos.co.uk
W www.tpos.co.uk

Please note:

We can only consider complaints raised within 12 months of you being aware of the concerns or within 12 months of the transaction completing. You should refer the matter forward as soon as possible after receiving our final response, but always within twelve months of the date of our 'deadlock' letter. You will need to complete our internal complaints procedure, before you raise your concerns with the Ombudsman.

Sequence is a national network of estate agents trading under well-known local names:

- Allen & Harris
- Bagshaws Residential
- Barnard Marcus
- Barnfields
- Brown & Merry
- Crofts
- Fox & Sons
- Holroyds
- Jones & Chapman
- Knight Partnership
- Manners & Harrison
- Roger Platt
- Shipways
- Swetenhams
- Tylers
- Walmsley
- William H Brown

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The above brands are trading names of Sequence (UK) Limited which is registered in England and Wales under company number 4268443, Registered Office is Witan Gate House, 500-600 Witan Gate West, Milton Keynes, MK9 1GF.
VAT Registration Number is 500 2481 05.

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for your peace of mind we are members of:

The Property Ombudsman

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