

Resolving Your Complaint

At Oakmans Estate Agents we strive to ensure that the process of letting a property runs as smoothly as possible. However, we understand that occasionally things may not always go according to plan. With this in mind, we have a clear process to make sure any issues that arise are handled fairly and efficiently.

All our team members take customer satisfaction seriously and we will always aim to resolve any concerns quickly and professionally.

Our Customer Care Process

Branch Discussion

1

Any initial dissatisfaction can be brought to the attention of your local branch or Property Manager. You can do this in person, by phone or by email. The branch or management team will do everything they can to resolve the matter as effectively as possible, involving the people who know your property and situation best.

Making a Formal Complaint

2

If you feel that your concerns have not been resolved to your satisfaction, you can refer the matter to our Customer Relations Team who are on hand to manage formal complaints.

This team works independently from our branches and property management team, allowing them to review your complaint fairly and objectively. They will investigate what has occurred and keep you updated at each stage of the process.

Your complaint will be acknowledged within 3 working days and you will receive a full written response within 15 working days of us receiving your complaint.

You can contact the team by submitting a form on our website www.oakmans.co.uk/customercare, or via email: customercare@oakmans.co.uk.

The Right to Appeal

3

If you remain dissatisfied with the response received from our Customer Relations Team, you have the right to request an appeal. This means your complaint will be reviewed by a different senior member of the team who was not involved in the original investigation.

We will acknowledge your appeal within 3 working days and aim to provide a full response within 15 working days.

Referral to The Property Ombudsman

4

We genuinely hope that all concerns can be resolved between us. However, if you remain dissatisfied after completing our internal process, or if eight weeks have passed since your complaint was first made and you have not received a final response, you may refer your complaint to The Property Ombudsman.

The Property Ombudsman provides a free and independent service for unresolved property disputes. Any referral must be made within 12 months of the date of our final response.

The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL
Phone: 01722 333306 (Mon–Fri 9am–4.30pm excluding bank holidays)
Email: admin@tpos.co.uk
Website: www.tpos.co.uk