Complaints Procedure - Henry Adams Lettings Ltd and Gibson Gammon Residential Lettings Ltd T/A Henry Adams Lettings and Pace Property Ltd T/A Henry Adams Lettings and Henry Adams Midhurst.

If you have a complaint, then this note sets out the procedure we will follow in dealing with that complaint.

1. The Director or Manager of the lettings Department to which the complaint relates (Mr Nick van Klaveren – Chichester, Miss Jodie Gregory - Bognor Regis, Mr James Riley – Storrington, Mrs Lisa Sidebottom – Emsworth, Miss Molly Puttock - Midhurst or Mr Michael Sturt – Petersfield) has been appointed to deal with complaints and you should not hesitate to contact that person.

2. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

3. Once we have received your written summary of the complaint, we will contact you in writing within three (3) days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you have in relation to this.

4. Within fifteen (15) days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and let you know what actions have been, or will be taken.

5. If you are dissatisfied with any aspect of our handling of your complaint you should contact Mr Ian Wiggett, Chief Executive, Henry Adams Lettings Ltd / Gibson Gammon Residential Lettings Ltd / Pace Property Ltd / Henry Adams Midhurst Ltd, Mulberry House, Storrington, West Sussex, RH20 4DJ. Telephone 01903 745511 email ian.wiggett@henryadams.co.uk, who will conduct a separate review and contact you within fifteen working days (15) to inform you of the conclusion of this review.

If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to The Property Ombudsman, Unit 159756, PO BOX 7169, Poole, BH15 9EL, telephone 01722 333306, https://www.tpos.co.uk/ admin@tpos.co.uk .
The complainant has a period of 12 months following the conclusion of point 5 to refer their complaint to The Property Ombudsman.

6. Henry Adams Lettings is a member of Propertymark. Arbon House, 6 Tournament Court Edgehill Drive, Warwick CV34 6LG. help@propertymark.co.uk. 01926 496 800.

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