



COMPLAINTS PROCEDURE

We are committed to providing a highly professional service to all our clients and customers.

When a difficulty arises, you need to tell us about it as soon as possible.

This information will help us to continuously improve our customer service.

If you have a complaint, please put it into writing. We would appreciate it if you could include as much detail as possible.

Please email it to us so that we can record it systematically and acknowledge it immediately.

Complaints should be directed to:

Compliance Officer for Henry Sykes Auctions
Email: info@henrysykes.co.uk

Contact address:
Henry Sykes Auctions
Offices at 8B Grove Street
Watson Mews
Wilmslow
Cheshire
SK9 1DR
Telephone Number: 01625 475 841

We will respond to your complaint within the timeframes outlined below.

However, if you feel we have not resolved your complaint at the end of this process, you may then be able to refer your complaint to the Property Ombudsman.

Please note that the Property Ombudsman requires that all complaints are first dealt with through our own procedure as detailed below in the first instance, before being submitted for an independent review.

What will happen?

Stage 1

We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

Stage 2

We will investigate your complaint. This will normally be

dealt with by the Compliance Officer who will review your case file and discuss the matter with the member of staff who dealt with you.

Stage 3

A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Stage 4

- a) If you are satisfied with the outcome the case will be closed, or
- b) if you are still not satisfied, you should indicate this to us as soon as possible and we will arrange for a separate review to be carried out by a senior member of staff.

Stage 5

We will write to you within 15 working days of receiving your request for a separate review, confirming our final decision on the matter.

Stage 6

- a) If you are satisfied with this decision the case will be closed, or
- b) If you remain dissatisfied after receipt of our final decision letter, you can contact the Property Ombudsman to request an independent review. You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final decision letter and should include any evidence to support your case.

We will always endeavour to respond to your complaint within the above timescales. However, if eight weeks have elapsed since you first raised your complaint, and you have not received our final decision letter, you may then refer your complaint to the Property Ombudsman without being in receipt of this letter.

Please see below contact details for the Property Ombudsman:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk