

Complaints

We can help

At eden may, we aim to provide the highest standards of service to each and every client. However, sometimes things can and do go wrong. When this happens, we encourage our clients to tell us about it so that we can do our best to put things right.

Our colleagues will do all they can to help resolve any problems and ensure that you receive a quick and fair response to any complaint you may have. Our complaints handling procedure is set out below and meets the standard set by The Property Ombudsman.

Our Promise To You

Our complaints procedure is designed to ensure that each complaint is dealt with fairly and to your satisfaction.

Stage One

In the first instance please provide us with the full details of your complaint. You can do this by email to property@edenmay.co.uk or if you prefer by post, our contact details are below:

Email: property@edenmay.co.uk

Post: eden may, 3 Riverside Place, St James Street, Taunton, Somerset TA11 JH

We will send you an acknowledgement letter within three working days of your complaint being received along with a copy of our complaints policy. We will then investigate your complaint and provide you with our findings within fifteen working days of sending our acknowledgement letter.

Stage Two

If we are unable to resolve your complaint at this stage, you may wish to contact us again to refer it to our Managing Director for a further review. The Property Ombudsman allows us a further fifteen days from your request for a review to issue a final response, but we will aim to get your complaint resolved well before this deadline.

Stage Three – Referral to an Ombudsman

We are committed to resolving complaints wherever possible through our complaints' procedure. However, if we are unable to resolve your complaint, or if more than eight weeks has elapsed since your complaint was first made, you may wish to approach The Property Ombudsman.

The Property Ombudsman are in independent service for consumers with unresolved complaints about estate and letting agents, offering a flexible and informal dispute resolution service. Please note that you must contact them within 12 months of the date of our final response, including any evidence to support your case. The Property Ombudsman will not consider your complaint until our internal complaints' procedure is exhausted.

Please contact: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury. Wilts, SP12BP
www.tpos.co.uk/consumers/how-to-make-a-complaint