

# HAMPTONS CUSTOMER CARE PROCEDURE



Hamptons strives to ensure that the process of buying, selling and letting is as smooth as possible. However, in what can be a stressful transaction, occasionally things may not always go according to plan. With this in mind, we have a rigorous process to ensure any grievances that may arise are resolved as quickly as possible.

All Hamptons employees take customer satisfaction very seriously and we will endeavour to resolve the issue immediately and professionally.

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## Branch Investigation

When you contact your local branch by phone or in person, your complaint will be dealt with as effectively as possible and we will try to resolve issues at branch level, involving the people who know you and your transaction best.

## Logging your Complaint with our Customer Care Department

If you feel that your complaint has not been dealt with/resolved to your satisfaction, the Customer Care Department at our Head Office would like to know about it, so that we can ensure it is resolved in a timely manner.

Please write (by letter or email) outlining the specific details of your complaint to:

Hamptons Customer Care Department  
7 Lower Sloane Street, London, SW1W 8AH

Email: [customercare@hamptons.co.uk](mailto:customercare@hamptons.co.uk)

## Regional Director Review

On receipt of your letter of complaint, the Customer Care Department will acknowledge your letter within three working days. We will then ask the Regional Director (for the Branch involved) or the equivalent for support departments to investigate and respond to you within 15 working days from the date of receipt of your written complaint.

## Final Senior Review

If you remain dissatisfied by the response received from the Regional Director, a Final Senior Review can be conducted by a senior member of Head Office.

To request a Senior Final Review of your complaint, please write (by post or email) to the Customer Care Department highlighting the areas you feel have not been resolved.

We will acknowledge your letter or email within three working days and escalate your complaint to a senior member of Head Office who will then respond to you within 15 working days from the date of your written complaint.

## Referral to Trade Organisations

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied you may seek redress through The Property Ombudsman, who provides a free, independent service for dealing with unresolved disputes.

The Property Ombudsman will not consider your complaint until you have exhausted our internal procedure.

Any referral to The Property Ombudsman must be made within 12 months of the date of our Senior Review letter.

Their details are as follows:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

[www.tpos.co.uk](http://www.tpos.co.uk)

Should you wish to discuss your complaint at any stage of the process, please call 020 7758 8488 and ask for the Customer Care Department.

NOTE: This procedure does not apply to mortgages or insurance services that you have received from Hamptons International. If you have a complaint in relation to these services, please contact the Customer Care Department for further information as to the relevant procedure.

Hamptons International is a trading name of Countrywide Estate Agents, Registered Office Greenwood House, 1st Floor, 91-99 New London Road, Chelmsford, Essex, CM2 0PP, registered in England Number 789476