

ASH RESIDENTIAL LTD

178-180 Wilmslow Rd
Rusholme
Manchester
M14 5LQ
Phone/Fax 0161-225-2500
Email: info@ashresidential.com

In-house Complaints Handling

1. We record all verbal and written complaints at the time they are made.
2. We agree to deal with any properly appointed representative of a complaint.
3. All written complaints will be acknowledged in writing within 10 working days and a proper investigation promptly undertaken. A formal written outcome of our investigation will be sent to the Complainant within 30 working days. A senior member of staff not directly involved in the transaction will deal with the complaint.
4. If the Complainant remains dissatisfied, he will be told how he can further pursue his complaint within our business. This should provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction. Such a review will be sent to the Complainant within 30 working days.
5. Following the conclusion of our investigation, a written statement expressing our final view, and including any offer made, will be sent to the Complainant. The letter will also tell the Complainant how the matter can be referred to the Ombudsman, pointing out that any such referral by the Complainant must be made within 6 months of our final review.
6. We will not imply that payment of any outstanding commission fee or additional costs is a pre-condition of a review by the Ombudsman.

Referrals to the Ombudsman

7. We will co-operate with any investigations by the Ombudsman being conducted in accordance with his Terms of Reference.

We Must

8. Comply with any award and/or direction made by the Ombudsman against you and accepted by the Complainant and which is binding upon you under the Terms of Reference; and
9. Pay the Complainant the amount of any such award if accepted by the Complainant within the period for payment required by the Ombudsman.