

Making a sales complaint

Reeds Rains Favscos NI Ltd is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded and to make sure we put mistakes right, we have the following complaints process.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

Stage One – Jonny Watson- Branch Manager

Complaints should, in the first instance, be directed to Jonny Watson. They will acknowledge your complaint in writing, within 3 working days, in line with this procedure and then endeavour to liaise with you to resolve your complaint immediately but no later than 15 working days from our letter of acknowledgement.

Stage Two – Ryan Andrews – Director

If, after you have dealt with the Jonny Watson you remain dissatisfied, you can request a review of your complaint, in writing, from Ryan Andrews. Once received your complaint will be reviewed and we will send you a final viewpoint response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

The address to write to is –

Reeds Rains Bangor
18 Main Street,
Bangor,
BT20 5AG

Or email: sarah.flannagan@reedsrains.co.uk

Stage Three – The Property Ombudsman Service

Calls may be recorded for training and security purposes.

The REEDS RAINS branches at 18 Main Street, Bangor, County Down, N Ireland BT20 5AG, and Somerset House, 240-242 Ormeau Road, Belfast, BT7 2FZ, and 350 Upper Newtownards Road, Ballyhackamore, Belfast, County Antrim, N Ireland BT4 3EX, and 10 High Street, Carrickfergus, County Antrim, N Ireland BT38 7AF, and 8-8A Carnmoney Road, Glengormley, County Antrim, N Ireland BT36 6HN, and 14-16 Market Street, Lisburn, County Antrim, N Ireland BT28 1AB are operated by Favscos NI Limited which is independently owned and operated under a licence from Reed Rains Limited. Favscos NI Limited is registered in England with company number 8303661. Registered office: 5 Brooklands Place, Brooklands Road, Sale, Cheshire M33 3SD. VAT Reg No: 152 4608 24.

Favscos NI Limited is an Introducer Appointed Representative of PRIMIS Mortgage Network, a trading name of First Complete Limited which is authorised and regulated by the Financial Conduct Authority for mortgages, protection insurance and general insurance products.



If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk or email admin@tpos.co.uk.

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.

Making a lettings complaint

Reeds Rains Favsko NI is a member of The Property Ombudsman Scheme (TPOS) for lettings and we aim to provide the highest standards of services to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

Stage One – Jonny Watson

Complaints should, in the first instance, be directed to Jonny Watson. They will acknowledge your complaint in writing within 3 working days (excluding weekends and public holidays) of receipt, in line with this procedure and then endeavour to liaise with you to resolve your complaint as quickly as possible, but no later than 15 working days from our letter of acknowledgement.

Calls may be recorded for training and security purposes.

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Stage Two – Ryan Andrews

If, after your response from Jonny Watson, you remain dissatisfied, you may address your concerns, in writing, to Ryan Andrews. Once received your letter will be acknowledged within 3 working days, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If a longer timeframe is required you will be notified in writing with an explanation and indication of timescale.

The address to write to is:

Reeds Rains Bangor
18 Main Street,
Bangor,
BT20 5AG

Or email: sarah.flannagan@reedsrains.co.uk

Stage Three – The Property Ombudsman Service

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and Ryan Andrews or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk or email admin@tpos.co.uk. Full contact information for The Property Ombudsman is as follows:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.

Calls may be recorded for training and security purposes.

The REEDS RAINS branches at 18 Main Street, Bangor, County Down, N Ireland BT20 5AG, and Somerset House, 240-242 Ormeau Road, Belfast, BT7 2FZ, and 350 Upper Newtownards Road, Ballyhackamore, Belfast, County Antrim, N Ireland BT4 3EX, and 10 High Street, Carrickfergus, County Antrim, N Ireland BT38 7AF, and 8-8A Carnmoney Road, Glengormley, County Antrim, N Ireland BT36 6HN, and 14-16 Market Street, Lisburn, County Antrim, N Ireland BT28 1AB are operated by Favscio NI Limited which is independently owned and operated under a licence from Reed Rains Limited. Favscio NI Limited is registered in England with company number 8303861. Registered office: 5 Brooklands Place, Brooklands Road, Sale, Cheshire M33 3SD. VAT Reg No: 152 4608 24.

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- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action, but is not a requirement for you to pay an outstanding fee before it can be referred to the Ombudsman.

Calls may be recorded for training and security purposes.

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