



Complaints Procedure

We are committed to providing a quality and professional level of service to all clients and customers, but if something goes wrong we would like to know about it. If you have a complaint that you have been unable to resolve then please write to us outlining your complaint and giving as much detail as possible.

You can contact us by sending an email to Anthony.Cooper@toastestates.com or by writing to us at Complaints Department, Toast Estates, 2A Rennys Lane, Durham DH1 2RW.

We aim to deal with any complaint quickly. If we require additional time to investigate the matter fully, we will let you know. Below is a summary of the complaint review process:

- Acknowledgement Receipt - you will receive an acknowledgement that we have received your complaint within 7 working days
- Investigation - we will investigate the circumstances of your complaint with the local office or relevant professional department
- Findings & Final Response – we will provide you with a written summary of our findings and our conclusion within 28 working days of sending you our acknowledgement letter.

Ombudsman Services

If you are dissatisfied with our findings and conclusion on, or with any aspect of our handling of your complaint, you may refer your concerns to an independent body outside our organisation for consideration. Typically, this will involve further evaluation and potentially negotiation, conciliation or arbitration.

Referrals should be made within 12 months of us issuing our final viewpoint.

Please note that the Ombudsman do not have the authority to take legal action against us, impose fines or dictate the way we conduct our business and referring the matter for review does not preclude you from taking separate legal advice. Matters which are subject to legal proceedings cannot be referred to the Ombudsman Services.

If you are a consumer and your complaint relates to Estate Agency, Property Management or Residential Lettings, and your complaint has not been resolved to your satisfaction, then we agree to the referral of your complaint to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP (01722 333306) or online via <https://selfserve.tpos.co.uk/>

Details of the ombudsman service can be obtained from www.tpos.co.uk.

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Tel: 0191 384 0596 Email: enquiries@ToastEstates.com



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