

& CO GROUP

Complaints Handling Procedure

As a firm accredited by the National Association of Estate Agents, the Association of Residential Letting Agents, the Royal Institute of Chartered Surveyors, and the Property Ombudsman, **And Co Property Services Limited** trading as Alexander & Co, Peter Ball & Co or Macintyers aims to provide the highest standards of service to all vendors, purchasers, landlords and tenants, but to ensure your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to the respective manager in the branch you deal with:

Lettings:

<u>Alexander & Co Aylesbury</u> Andrew Banner, Lettings Manager 8 Buckingham Street, Aylesbury, Buckinghamshire, HP20 2LD	<u>Alexander & Co Bicester</u> Lee Barton, Lettings Manager Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF	<u>Alexander & Co Brackley</u> Annie Sparks, Lettings Manager Hartley House, 29 Market Place, Brackley, Northamptonshire, NN13 7AB
<u>Alexander & Co Buckingham</u> Mark Cruse, Branch Manager 8 Market Square, Buckingham, Buckinghamshire, MK18 1NJ	<u>Alexander & Co Dunstable</u> Stuart McMillan, Associate Director - Lettings 3 West Street, Dunstable, Bedfordshire, LU6 1SL	<u>Home & Abroad in partnership with Alexander & Co Berkhamsted</u> Emma Williams, Lettings Manager 278 High Street, Berkhamsted, Hertfordshire, HP4 1AH
<u>Peter Ball & Co Cheltenham</u> Edward Slark-Hughes, Lettings Manager 29-30 Bath Street, Cheltenham, Gloucestershire GL50 1YA		

Sales:

<u>Alexander & Co Aylesbury</u> Matthew Wood, Sales Manager 8 Buckingham Street, Aylesbury, Buckinghamshire, HP20 2LD	<u>Alexander & Co Bicester</u> Jack Holmes, Sales Manager Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF	<u>Alexander & Co Buckingham</u> Peter Hatfield-Shaw, Branch Manager 8 Market Square, Buckingham, Buckinghamshire, MK18 1NJ
<u>Alexander & Co Dunstable</u> Jason Lake, Branch Director 3 West Street, Dunstable, Bedfordshire, LU6 1SL	<u>Alexander & Co Wing</u> Matthew Wood, Sales Manager 4 Aylesbury Road, Wing, Leighton Buzzard, LU7 0PB	<u>Alexander & Co Winslow</u> Mark Ayres, Branch Manager 22 High Street, Winslow, Buckinghamshire, MK18 3HF
<u>Macintyers in partnership with Alexander & Co</u> Ben MacIntyre, Branch Manager Hartley House, 29 Market Place, Brackley, Northamptonshire, NN13 7AB	<u>Peter Ball & Co Bishops Cleeve</u> Nicola Mitchell, Sales Manager 1 Barton Street, Tewkesbury, GL20 5PP	<u>Peter Ball & Co Charlton Kings</u> Sam Banfield, Branch Manager 268B London Road, Charlton Kings, Cheltenham, GL52 6HS

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<u>Peter Ball & Co Cheltenham</u> Jamie Dyer, Sales Manager 29-30 Bath Street, Cheltenham, GL50 1YA	<u>Peter Ball & Co Leckhampton</u> Julian Carter, Area Director 1-3 Shurdington Road, Leckhampton, Cheltenham, GL53 OJB	<u>Peter Ball & Co Tewkesbury</u> Jonathan Richards, Branch Manager 1 Barton Street, Tewkesbury, GL20 5PP
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Property Management:

<u>Alexander & Co Aylesbury</u> Erin Forde, Head of Client Services Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF	<u>Alexander & Co Bicester</u> Sana Moorthy, Head of Property Management – Bicester Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF	<u>Alexander & Co Brackley</u> Erin Forde, Head of Client Services Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF
<u>Alexander & Co Buckingham</u> Frida Tevesz-Harmse, Head of Property Management – Buckingham 8 Market Square, Buckingham, Buckinghamshire, MK18 1NJ	<u>Alexander & Co Dunstable</u> Richard Evans, Head of Property Management 3 West Street, Dunstable, Bedfordshire, LU6 1SL	<u>Peter Ball & Co Cheltenham</u> Erin Forde, Head of Client Services Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF

Financial Services:

Paul Broomham, Commercial Director, Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF.

The grievance will be acknowledged within three working days and investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within 14 working days. If we require more than 14 working days, we will write to you to confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, please contact the relevant person from our leadership team, who will review the complaint:

Lettings & Sales for Alexander & Co: Paul Broomham, Commercial Director, Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF, clientcare@andcogroup.co.uk.

Lettings & Sales for Peter Ball & Co: Julian Carter, Area Manager, 29-30 Bath Street, Cheltenham, Gloucestershire, GL50 1YA, clientcare@andcogroup.co.uk.

If Julian Carter is your first point of contact for an initial complaint and you remain dissatisfied following his response, you can then take your complaint to:

Paul Broomham, Commercial Director, Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF.

Property Management for both Alexander & Co and Peter Ball & Co: Erin Forde, Head of Client Services, Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF.

If Erin Forde is your first point of contact for an initial complaint and you remain dissatisfied following her response, you can then take your complaint to:

Danny Steptoe, Finance & Operations Director, Pevensey House, 27 Sheep Street, Bicester, Oxfordshire, OX26 6JF.

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Following the conclusion of our in-house review, we will write to you with a final written statement within a further 14 working days.

If you remain dissatisfied with our final conclusion from our leadership team, you can refer your complaint to the following governing bodies, listed below.

For all complaints relating to Lettings, Sales and Property Management:

- The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, as an individual consumer (they can also be contacted on 01722 333306 or at www.tpos.co.uk)

For all complaints relating to Financial Services:

- Mortgage Advice Bureau (MAB), at Capital House, Pride Place, Derby, DE24 8QR.

If you do wish to refer your complaint to either of the governing bodies above, they should be made within 12 months from the date of our final written conclusion.