

Complaints Procedure

ludlowthompson slm ltd prides itself on being able to fulfil customer expectations, and meet their needs. Whilst it is always our desire to achieve this, should there be a concern from our client we would always wish to be able to resolve it quickly and be given the opportunity to demonstrate our commitment to quality customer service. In order to do this, and engender an approach within our business of ownership and responsibility by all our team for the service provided to our customer we apply the following approach to any customer complaint/concern:

1. Please refer all complaints initially to the Department that they relate to. (Lettings/Sales/Management/Accounts). Presenting your complaint directly to the party you have been liaising with.

Whilst we would anticipate that this party will have been able to resolve your issue at this stage, should you not receive a satisfactory response or resolution to your problem:

2. Please refer the complaint to our Customer Services Department – customerservices@ludlowthompson.com

Once the complaint is received at Customer Services the matter will be acknowledged and investigated. A full response will be received from the appropriate ludlowthompson slm ltd representative within 7 working days.

3. Upon receipt of the response if this is not satisfactory please advise Customer Services and the matter will be referred for review. A full and final response from a ludlowthompson slm ltd representative will be received with 7 working days.

We would obviously anticipate that no response would leave issues unresolved having been considered to this stage. A 'full and final' response will be advised as such within the detail of the response and will have been provided on behalf of ludlowthompson slm ltd by an appropriately senior member of the management team to ensure it has been given appropriate review and consideration.

4. However, should this 'full and final' response not be satisfactory please find detailed below the website contacts for each of the following bodies to which ludlowthompson slm ltd are members. Each will ask you to have ensured you have received a full and final position from us prior to you being able to lodge a complaint with them for review and will guide you on the necessary steps to take.

The Property Ombudsman (www.tpos.co.uk). They will then consider the complaint and review the matter.

