

Baker Estates Essex Limited
Complaints Handling Procedures.



Baker Estates Essex Limited are committed to providing an honest and professional service to all of our clients and customers. We do however acknowledge that when things do go wrong you need to tell us about them. This will help us to improve our service to current and future clients and buyers alike and help us to resolve issues as soon as possible.

Should you have a complaint, we ask that you put this in writing either via letter or email, to us. We will always acknowledge and respond to your complaint in line with the timescales set out in this procedure.

Your Complaint.

Please put your complaint in writing either via letter or email and address it to Steve Baker, Head of Business (contact details are included below). We ask that you indicate as much detail as possible in your complaint, including dates and names of any members of staff you have dealt with, also where you are able to please enclose or attach any supporting evidence.

Contact information:

Steve Baker
Head of Business
Baker Estates Essex Limited
Unit C, First Floor Suite
Threshelfords Business Park
Inworth Road
Feering
Colchester
Essex
CO5 9SE

E: steve@baker-estates.co.uk

Our acknowledgement of your complaint and timeline for investigation.

All complaints will be acknowledged within three working days of us receiving your complaint in writing and we will start our in-house complaints handling process. Your complaint will then be fully investigated by Steve Baker who will provide you with a formal written response addressing your specific complaints and proposing resolutions where appropriate within fifteen working days of receiving your complaint.



If you were to remain dissatisfied, we ask that you contact us again and we will conduct a separate review, which will be carried out by Matthew Firth, Company Director. The final response from Matthew will outline Baker Estates Essex Limited final view point on the matter. Baker Estates Essex Limited Directors undertake to respond to within fifteen working days following your request for a further review.

What to do next if the matter is not resolved to your satisfaction.

If our final view point response upon the matter does not resolve the matter, (or more than eight weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Please note that you must refer your complaint to the Ombudsman within twelve months of receiving our final viewpoint letter.

Contact information for the property Ombudsman.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

T: 01722 33 33 06
W: www.tpos.co.uk
E: admin@tpos.co.uk

Reviewed May 2019 – Steve Baker Head of Business.

Next review May 2020.