



BENTLEY HURST

A **new breed** of estate agent
born from **decades of heritage**

Residential Estate Agency and Lettings - Making a Complaint

Bentley Hurst 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, we have a Complaints Process 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 at branch level.

Stage One – Branch Manager

Complaints should, in the first instance, be directed to the Manager of the branch you have been dealing with. They will acknowledge your complaint in writing within 3 working days and then endeavour to liaise with you quickly to resolve your complaint immediately, but no later than 15 working days from the first notification.

Stage Two – Owner

If after you have dealt with the local branch manager you remain dissatisfied, you may address your concerns, in writing to the Owner, Nigel Favas. Once received, your complaint will be acknowledged, in writing, within 3 working days and you will receive a final viewpoint written response within 15 working days from receipt of your request for a review.

The address to write to is –
Bentley Hurst LTD
35B Whitworth Street West
Manchester
M1 5ND

Alternatively, you can e-mail nfavas@bentleyhurst.co.uk



BENTLEY HURST

35B, Whitworth Street West, Manchester, M1 5ND

T: 0161 543 0310 E: info@bentleyhurst.co.uk

Bentley Hurst Limited is an IAR of Primis. Registered No. 12797058. VAT number: 357227684

Registered office: 5 Brooklands Place, Brooklands Road, Sale, Cheshire, United Kingdom, M33 3SD



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Stage Three – The Property Ombudsman Service If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch Manager and the Business Administration & Customer Relations Manager, or 8 weeks has elapsed since the complaint was first made, you may approach the Ombudsman without charge.

Details of how to do this will be contained within the letter we send you as the final viewpoint response to your complaint or information can be found online at www.tpos.co.uk or email admin@tpos.co.uk.
Please note that:-

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

WE ARE MEMBERS OF PROPERTYMARK

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark.

Go to the Propertymark website to download a complaint form. Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | complaints@propertymark.co.uk
propertymark.co.uk/professional-standards/complaints



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