

EverGrow Assets: Internal Complaints Handling Procedures

Here at EverGrow Assets we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

Membership details:

EverGrow Assets LTD, may also trading as EverGrow Assets Sales & Lettings is a member of the Property Ombudsman (TPOS).

By belonging to this organisation, we are required to follow strict professional standards.

Stage one - Manager:

We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within three working days of receiving your written complaint.

Contact details:

EverGrow Assets LTD

FAO: Ellie Shahbazi

Address: 209 London Road, Hazel Grove, SK7 4HS

Email: ellie@evergrowassets.co.uk

Tel: 0161 676 5444

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage two - Director:

If you wish to progress your complaint beyond the Manager in charge of the section of our company to wish the issue arose, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Director will acknowledge your correspondence within three working days. You will receive a full response of final viewpoint letter within 15 working days.

Contact details:

EverGrow Assets LTD

FAO: Iliad Pirasteh

Address: 209 London Road, Hazel Grove, SK7 4HS

Email: iliad@evergrowassets.co.uk

Tel: 0161 676 5444

Stage three - The Property Ombudsman (TPOS):

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Complaints Enquiries: 01722 333 306

Membership Enquiries: 01722 335 458

www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.