

# iamsold Complaint Handling Procedure



## Our Policy

At iamsold Ltd we strive to provide our customers with a first-class service on every occasion. However, if you believe we have made a mistake, or you are dissatisfied with the service you have received, then please let us know so that we can look to put it right.

We aim to offer a clear and transparent procedure in dealing with complaints and aim to resolve every complaint verbally within 2 working days of a verbal submission.

## Our Procedure

### Stage 1:

Please speak with one of our colleagues on **0345 646 0302** so we can resolve any issues you may have.

Upon receipt of the complaint, we will discuss the matter with you and will endeavour to provide a satisfactory resolution. We may need time to investigate and respond back to you; nevertheless, we will endeavour to provide a response by telephone to resolve your complaint within 2 working days.

If you are speaking with one of our colleagues and are provided poor service during the call, you can escalate that call to a Team Leader or Manager. You will be provided the name of the Team Leader or Manager and a callback will be scheduled for within 4 hours.

If following an investigation we are able to resolve your complaint at this stage, the matter will conclude ; however, if you remain dissatisfied you will have the opportunity to escalate your complaint formally to the next stage of this procedure.

### Stage 2:

In order to escalate your complaint formally to Stage 2\*, please provide your formal written complaint in full, confirming your exact complaint points, the reasons why you remain unhappy and any outcome you endeavour to achieve via:

**Phone:** 0345 646 0302

**Post:** Customer Resolutions Team, iamsold Ltd, 6<sup>th</sup> Floor, Arden House, Regent Centre, Newcastle upon Tyne, NE3 3LU

**Email:** [customerservices@iam-sold.co.uk](mailto:customerservices@iam-sold.co.uk)

**Web:** [www.iamsold.co.uk/contact/complaint](http://www.iamsold.co.uk/contact/complaint)

Upon receipt of the complaint, it will be allocated to a dedicated Complaint Handler within the Customer Resolutions Team. The complaint will be acknowledged within 3 working days and a formal written outcome of our investigation will be sent to you within 15 working days (21 days). However, in exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided.

If our response at this stage is satisfactory the matter will conclude; however, if you remain dissatisfied then you will have the opportunity to escalate your complaint formally to the next stage of this procedure.

*\*If any new complaint is received in writing via letter, email or our website, then the complaint will automatically commence at Stage 2 of this procedure.*

### Stage 3:

If, at this stage, you remain unsatisfied, you should contact us again and we will arrange for a separate review to take place by the Customer Resolutions Department Lead, and escalate your complaint to stage 3 of the procedure.

**Phone:** 0345 646 0302

**Post:** Customer Resolutions Team, iamsold Ltd, 6<sup>th</sup> Floor, Arden House, Regent Centre, Newcastle upon Tyne, NE3 3LU

**Email:** customerservices@iam-sold.co.uk

**Web:** [www.iamsold.co.uk/contact/complaint](http://www.iamsold.co.uk/contact/complaint)

This provides you with the opportunity for a separate and detached review of the complaint by staff not directly involved in the transaction.

Upon receiving your complaint, you will be sent a letter of acknowledgment within 3 working days and a full investigation will be conducted by the Customer Resolutions Department Lead.

A formal written outcome of their investigation will be issued within 15 working days (21 days) from the date of the letter of acknowledgment. However, in exceptional cases we may need to extend this timescale and you will be kept fully informed with an explanation provided.

In all but exceptional cases, complaints will be dealt with by the end of an 8-week period following the receipt of your original complaint, at which point iamsold Ltd will have given you a final view letter. This letter will be accompanied by The Property Ombudsman Consumer Guide.

Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolve to your complaint you will have the opportunity to refer your complaint to the final stage of our complaints procedure, this being to The Property Ombudsman.

### Final Stage – The Property Ombudsman:

**Post:** The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

**Call:** 01722 333306

**Web:** [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that The Property Ombudsman will not investigate your complaint before you have completed our complaints procedure first and received a letter from us issuing a final response.

The Property Ombudsman will consider your complaint and take into account any points already addressed by iamsold Ltd. The Property Ombudsman may however refuse to investigate a complaint with reference to something that happened more than 12 months previously, or where you have referred your complaint to them more than 12 months following receipt of our response, settlement or final offer.

The Property Ombudsman's Office may attempt to settle the dispute by agreement between yourself and iamsold Ltd. If this is unsuccessful, they will consider all relevant factors and make a decision according to what they believe to be fair in all circumstances.

The Property Ombudsman will send their decision both to you and iamsold Ltd, following which you can accept or reject the decision provided. If you reject the decision of The Property Ombudsman your legal rights remain unaffected.

#### Newcastle Office

Floor 6, Arden House, Regent Centre,  
Gosforth, Newcastle upon Tyne, NE3 3LU

**Call:** 0345 646 0302

**Email:** customerservices@iam-sold.co.uk

**[www.iamsold.co.uk](http://www.iamsold.co.uk)**

The Auction Department is the Trading Name of iamsold Ltd. Registered Company in England and Wales, Company Number: 7051399 VAT REG: 319160025