



CUSTOMER COMPLAINTS HANDLING PROCEDURE

As a firm, following the strict guidelines set out by the Property Ombudsman, Evolution SE aim's to provide the highest standards of service to all clients, but to ensure that your interests are safeguarded but if you are not stratified, we have the following procedure in place which details how we handle your complaint:

- If you believe you have a grievance, please write a letter in the first instance to us and your complaint should be addressed to:
Roy Fever
Distinctive Homes
The Annexe
4 The Courtyard
Ashford
Kent
TN24 0SY
- We shall acknowledge your grievance via a letter or e-mail within three working days of receiving you letter.
- Within 15 working days of receiving your complaint, we will send you:
 - A final response which adequately addresses the complaint with options to resolve the matter; and
 - Inform you that you may refer the handling the complaint to the Ombudsman for Estate Agents.
- If you remain dissatisfied with the result, you would be given an option to contact Sharron Fever-Hume prior to contacting the Ombudsman for Estate Agents, who will review the complaint.
- If you are still dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to the Ombudsman for Estate Agents, Beckett House, 4 Bridge Street, Salisbury SP1 2LX

Please note that working days are calculated on a Monday to Friday basis, public holidays and company closures are excluded from this calculation.