



## **IAM-Sold Ltd - Complaint Handling Procedure**

### **Our Policy**

At IAM-Sold 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 48 hours of a verbal submission.

### **Our Complaints Handling Procedure**

#### **Stage 1**

If you have been unhappy with the service received by IAM-Sold then please call and discuss this with a member of our staff in the first instance. You can do this by calling our auction team on 0845 519 3126 or a member of our customer services team on 0191 6053 2019.

If we are able to resolve your complaint the matter will conclude, however if you remain unhappy you may request the matter is escalated to a Line Manager. The name of the Line Manager will be confirmed to you during your call.

#### **Stage 2**

The Line Manager will give full consideration to your complaint and contact you within 48 hours to discuss.

If the response is satisfactory the matter will conclude, however if you remain unhappy you will be advised to refer the matter in writing to the Customer Service Manager at the following address:

**Customer Service Manager  
IAM-Sold Limited  
6<sup>th</sup> Floor Arden House  
Regent Centre  
Newcastle upon Tyne  
NE3 3LU**

### **Stage 3**

Upon receiving your written complaint, you will be sent a letter of acknowledgement within 3 working days and a full investigation will be conducted by the Customer Service Manager.

A formal written outcome of their investigation will be issued within 15 working days (21 days) of your letter being received.

In all but exceptional cases complaints will be dealt with by the end of an 8-week period following the receipt of your complaint, at which point IAM-Sold will have given you a final response 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 refer the matter to The Property Ombudsman.

#### **The Property Ombudsman**

**Milford House**

**43-55 Milford Street**

**Salisbury**

**SP1 2BP**

**Telephone: (01722) 333306**

#### **The Property Ombudsman**

Please note that the 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 IAM-Sold.

The 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 6 months following receipt of our response, settlement or final offer.

The Ombudsman's Office may attempt to settle the dispute by agreement between yourself and IAM-sold. 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 Ombudsman will send their decision both to you and iam-sold, following which you can accept or reject the decision provided. If you reject the decision of the Ombudsman your legal rights remain unaffected.