

Sutherland Reay & Co Ltd – COMPLAINTS PROCEDURE

Effective Date: March 2026

Our Commitment

Sutherland Reay is committed to providing a professional and high standard of service to all clients and customers. If something goes wrong, we want to hear about it so we can resolve the issue and improve our service.

We recognise that some customers may need additional support when raising a complaint. Where appropriate, we will make reasonable adjustments for customers who may be disadvantaged due to age, disability, health, language barriers, financial circumstances, bereavement, or other vulnerabilities.

How to Make a Complaint

If you wish to make a complaint, please contact us with the details of your concerns.

You can submit a complaint:

- In writing (letter or email)
- By telephone
- In person at our office

To help us investigate your complaint quickly, please include:

- Your full name and contact details
- The property address (if relevant)
- A clear description of your complaint
- Any relevant documents or evidence
- The outcome you are seeking

Our Complaints Process

Stage 1 – Complaint Acknowledgement

Once we receive your complaint, we will acknowledge it within three working days. At this stage, we will confirm that your complaint has been received and provide a copy of this complaints procedure.

Stage 2 – Investigation

Your complaint will be investigated by the Office Manager or another appropriate member of staff who was not directly involved in the matter. This will usually involve reviewing your file and discussing the matter with

the staff member involved. We will send you a written response outlining the outcome of our investigation within 15 working days of receiving your complaint.

Stage 3 – Final Review

If you remain dissatisfied with our response, you can request a review by a senior member of staff. This review will consider all the information relating to your complaint and our previous response. We will write to you with our final viewpoint within 15 working days of receiving your request for a review.

Stage 4 – Independent Review

If you are still not satisfied after receiving our final viewpoint, or if more than eight weeks have passed since you first made your complaint, you may refer the matter to the independent redress scheme provided by The Property Ombudsman. The Property Ombudsman offers a free and impartial service to consumers.

Contact details:

The Property Ombudsman

Milford House 43–55 Milford Street Salisbury Wiltshire SP1 2BP

Telephone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Important Information

Complaints must be referred to The Property Ombudsman within 12 months of receiving our final viewpoint. The Property Ombudsman requires that all complaints first go through our in-house complaints procedure before they can be considered for independent review.

Accessibility and Support

We are committed to ensuring that our complaints process is accessible to everyone. If you require this procedure in another format or need additional assistance in making a complaint, please contact us, and we will be happy to help.