



LONDON

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SURREY

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## Complaints Procedure

### Introduction

Garbett & Partners LLP aims for the highest level of quality in its dealings with all clients. Our team is dedicated to supporting our clients with the utmost discretion, taking care of every detail. However, if clients do have a complaint, they can expect the highest level of attention and for their complaint to be treated by Garbett & Partners LLP with care and in accordance with procedure.

Our complaints procedure is available to all clients on request.

### What Constitutes a Complaint?

A complaint is an expression of dissatisfaction with a real or perceived problem. It may be made about Garbett & Partners LLP as a firm or about an individual member of staff. A complaint is likely to arise if a client believes that Garbett & Partners LLP have failed to do something that it should have done, or that it acted unfairly.

Clients can be assured that all concerns and complaints will be treated seriously and confidentially.

Complaints should be directed to: [enquiries@garbett.partners](mailto:enquiries@garbett.partners)

### Complaint Handling Timeframes & Stages

All complaints will be acknowledged as soon as possible and always within two working days. It is in our interest to resolve a complaint as speedily as possible for our clients.

Stage 1, appeal is received from client and acknowledged in writing within two working days.

Stage 2, the Founding Partner (Tim Garbett) investigates the complaint and responds to the client within 21 working days. Informal Resolution - It is hoped that most complaints and concerns will be resolved quickly and informally.

Stage 3, if the complaint is resolved the complaint is settled and filed to be stored in the firm's records.

Stage 4, in the event of an appeal from the client against our decision as to how to resolve a complaint, Garbett & Partners LLP will hold an appeal panel hearing which we will aim to hold within 28 working days of the appeal. The panel will be made up of two partners of Garbett & Partners LLP. The Appeal Panel Hearing will disseminate their decision to the client within seven days of the Appeal Panel Hearing.

Stage 5, if the complaint is resolved the complaint is settled and filed to be stored in the firm's records.

Stage 6, in the event that the client feels the matter to be unresolved, the client will be directed to The Property Ombudsman (<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>)



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## **Recording Complaints**

Following resolution of a complaint, Garbett & Partners LLP will keep a written record of all complaints, whether they are resolved at the preliminary stage or proceed to an appeal panel hearing. At the firm's discretion, additional records may be kept which may contain the following information:

- Date the complaint was made
- Name of client
- Description of the complaint
- Records of all the investigations (if appropriate)
- Witness statements (if appropriate)
- Name of member(s) of staff handling the complaint at each stage
- Copies of all correspondence on the complaint (including emails and records of phone conversations)
- Action taken, outcome and at what stage the complaint was resolved

**Tim Garbett**

Founding Partner

Review – October 2024