

Trend & Thomas Complaints Procedure & Policy

We pride ourselves on delivery exceptional service but should you have any concerns relating to the handling of a transaction or believe any aspect of our service has not met your expectations, we would appreciate hearing from you. In the first instance, please discuss your concerns with our Office Manager.

If you are not entirely satisfied with the resolution at this stage we then ask that you put your concerns in writing to one of our Directors, Neil or Belinda-Jane Guilfoyle so that he or she can assist you in resolving the matter further.

You can contact our Directors by email at: neil.guilfoyle@trendandthomas.co.uk or bj.hetherington@trendandthomas.co.uk by post at:

Customer Service Director
Trend & Thomas Estate Agents
6 Station Road
Rickmansworth
Hertfordshire
WD3 1QZ

We will acknowledge your written complaint within three working days and will endeavour to resolve your concerns as soon as possible. We will respond in writing within 15 working days and provide the outcome of our investigation. It would be very helpful to us if you could provide as much detail as possible about the nature of your complaint or dispute, including the outcome you would like to achieve.

One of our Directors will oversee the complaints process and liaise with you and the relevant staff member to ensure the issues raised are fully examined and your complaint is handled in accordance with this process.

We are sure we will be able to resolve your complaint to your satisfaction but in the unlikely event that the matter cannot be satisfactorily resolved, you may refer your concerns to the Property Ombudsman on 01722 333306 or by post at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP