



RTA(Business Consultants)Ltd.

Complaints Handling Policy RTA.CS.103 September 2011

Our complaints policy

RTA is committed to providing a high-quality service to all clients, whether selling or buying, dealing with everyone in a way that is fair, transparent, proportionate and free from discrimination. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Therefore we aim to ensure that:

- Making a complaint is as easy as possible.
- We treat your complaint seriously.
- We deal with it promptly, politely and confidentially.
- We learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.
- We will maintain a record of all complaints received.

We recognise that many concerns will be raised informally, and dealt with promptly. Our aims are to:

- Resolve informal concerns swiftly.
- Keep matters low-key.

An informal approach is generally appropriate when it can be achieved and all initial concerns should be discussed with our Customer Services Team on **0161 4328181**. In the unlikely event that your concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

RTA is a member of The Property Ombudsman scheme for Residential and Commercial sales.

Membership No. D6131

This scheme, which is approved by The Office of Fair Trading, enables clients who have a grievance which cannot be resolved through the RTA customer complaints procedure, to bring their complaint to the attention of The Property Ombudsman who will investigate the grievance and determine a judgment which shall be final and binding on both parties.

It is essential that the RTA Complaints procedure is followed to its final conclusion before any complaint is referred to The Property Ombudsman for consideration. Further details can be found on The Ombudsman website at www.tpos.co.uk.

Complaints procedure

If you have a complaint, please contact us with the details.

You can telephone us on 0161 9751501 to discuss your complaint (please note: you will also be requested to send your complaint by email or letter).

or

You can email us at :- customercomplaints@rtaonline.co.uk

or

You can write to us at:-

Customer Complaints,
RTA(Business Consultants)Ltd.,
Discovery House,
Crossley Road,
Stockport,
SK4 5BH.

Following receipt of your complaint RTA will pursue the following procedure in dealing with that complaint.

1. Where your complaint is made orally RTA will request you send in a written summary of your complaint to an appropriate named manager who will deal with it.
2. Following receipt of your written complaint RTA will contact you within 14 days of receipt of your complaint to briefly confirm our understanding of the circumstances which led to your complaint. At this time we may request that you supply copies of any documents to which you may refer, and may also ask you to clarify any point that needs further explanation. We may also invite you to expand on any or all of the issues raised in order that we may fully understand the nature and cause of the complaint.

3. Within 28 days of receipt of your written complaint, together with any additional documents upon which you may rely, the appointed person dealing with your complaint will write to you to inform you of the outcome of any investigation into your complaint. We will, at this stage, inform you of what actions have , or will be taken as a result of your complaint.
RTA will consider the matter closed at this point. However, if you are still not satisfied with the response, findings or outcome of our investigations you should immediately write to the Executive Chairman at our head office, stating your grievance and outlining why you are not satisfied with the findings of RTA.

Write to:-

Mr. Paul O'Reilly

RTA(Business Consultants)Ltd.,
Discovery House,
Crossley Road,
Stockport,
Cheshire,
SK4 5BH.

4. Mr O'Reilly will conduct a thorough, further investigation into your complaint, including a full review of all documents and correspondence. Mr O'Reilly may request further clarification on any point to help him in his investigation and will write to you within 21 days of receipt of your letter to him, to inform you of his findings.

If, for any reason Mr O'Reilly is unavailable to undertake this further review, either through work commitments of any other reason, your complaint will be referred to Mr Ceri Edwards (a director) who will undertake the further review on Mr' O'Reilly's behalf. In either case the findings of Mr. O'Reilly or Mr. Edwards will be final.

5. Following the conclusion of the RTA Complaints procedure, should you remain dissatisfied with the finding or outcome you are at liberty to refer your complaint to The Property Ombudsman Redress Scheme, details of which are to be found below.

The Property Ombudsman

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

Further Information can be found on The Property Ombudsman website which is www.tpos.co.uk

Please note.

The Property Ombudsman can only deal with cases where the complainant has followed the RTA complaints procedure and remains dissatisfied with the result.

The Property Ombudsman cannot deal with any complaint which has been, or is in the process of legal action on either side.

RTA are committed to providing a high level of customer service and customer care and our complaints policy and procedures will always be subject to change as our services develop. Use of this website and its associated content is strictly governed by our [terms and conditions](#).