

20/09/2018 3:10pm

Dear Mr Jones

Thank you for your email dated 5 September 2018 regarding your complaint against Reeds Rains Estate Agents a trading style of Reeds Rains Limited.

In order for the Ombudsman to review your complaint, you will need to complete and return the attached Complaints Form. You will not be required to re-submit any evidence already provided, however you should send any additional documentation to support your case.

The time taken to make a formal decision on the outcome of a complaint can vary. As a guide, during the last quarter almost 47% of cases were resolved within 3 months of this Office being in receipt of all the documents needed to fully consider the matter, and 78% were resolved within 5 months.

If we cannot resolve your case informally and it needs a full review, that will take longer. In the last three months 72% of cases requiring a full review were completed within 5 months and 99% were completed within 9 months. Timescales are heavily dependent on you and the agent providing us with the information we need to begin investigating the issues.

At this stage, we are unable to give an indication of when a decision will be made. You are entitled to withdraw your complaint at any time and pursue your complaint through another means (e.g. court) if you feel that these timescales are not agreeable.

I have attached some useful guidance for you to read prior to completing the Complaints Form. In addition, please note the following points:

- The Ombudsman can only review those specific complaints that have been raised with Reeds Rains Estate Agents a trading style of Reeds Rains Limited and this need to be clearly detailed on Part 2 of the Complaints Form. This requires an outline case history including important dates and events of your complaint. Whilst the Ombudsman will take into consideration all evidence supplied, this section of your Complaints Form must clearly summarise your complaint in its entirety (if the information exceeds this space please continue on the separate sheets provided at the end of the form).
- All involved parties should complete the relevant parts of the form and sign the declaration in part 3.

To enable us to progress your complaint you should return your completed Complaints Form and supporting documentation within 14 days from the date of this letter. If the requested information is not returned by close of business on 4 October 2018 we will assume you no longer wish to proceed and our file will be closed.

If you have any queries, please feel free to contact me. Further information, and an electronic version of the Form, is available on our website: www.tpos.co.uk

Yours sincerely

K.C.
Resolution Advisor

NB please ensure that all correspondence sent to this office are copies of the original documents as it may not be possible to return them. If you wish to supply us with recordings, under Data Protection legislation these can only be used with the written authorisation of all parties involved.

GUIDANCE FOR COMPLETING THE TPO COMPLAINTS FORM

Please see below some useful guidance for you to read prior to completing the Complaints Form. In addition, please note the following points:

- The Ombudsman can only review those specific complaints that have been raised with the Agent, and these need to be clearly detailed on Part 2 (page 4) of the Complaints Form.
- Part 1 – This is your opportunity to provide us your details, the Agent's details and other specific details relating to your complaint and your chance to say exactly what you feel the ideal outcome would be, to resolve your complaint (e.g. a written letter of apology from the Agent, financial compensation, etc.) and to indicate any supporting evidence that you wish to accompany the Complaints Form, or that you have previously submitted (e.g. Email correspondence).
- Part 2 – This serves as a list of issues that the reviewing Adjudicator will look for when assessing the evidence against the Code of Practice. As such, you should detail the specific complaints that you would like us to investigate so that no misinterpretation of your complaint occurs. A 'bullet-point' list should suffice. You will not need to give excessive detail at this point as all supporting documentation will be considered alongside the form; however, pages 5-6 have been provided to allow you go into further detail about your complaints should you feel it necessary to do so. It is also not sufficient to simply refer to attached or previously submitted documentation.

- Part 3 – This gives this Office your permission to look into your complaint and enables the Ombudsman to request the Agent's company file, for the purpose of conducting a full review of the complaint. We require all involved parties (any and all co-Complainants) to sign the Complaints Form before the Ombudsman is able to review a complaint. Without the signatures of all parties the Ombudsman is unable to obtain the agent's file, which is required to enable a full review of a complaint to take place.

To enable us to progress your complaint you should return your completed Complaints Form and supporting documentation within 14 days from the date of this email. If the requested information is not returned by the specified timeframe, we will assume you no longer wish to proceed and our file will be closed.