

# *when things need sorting out...*



We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns. To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

## we can help

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to:-

**Sequence Lettings  
Administration Support  
Fox & Sons  
19 Cornfield Road  
Eastbourne  
East Sussex BN21 4QD**

If you prefer you may telephone on 01323 438368 or visit your nearest

Sequence branch. Alternatively you may forward full details of your dissatisfaction by email to [lettingsadministration@sequencehome.co.uk](mailto:lettingsadministration@sequencehome.co.uk)

- > your concerns will be considered by a manager within the residential lettings team, who will investigate the matter
- > we will send you written acknowledgement within five working days
- > you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- > where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint

**Customer Internal Complaints Procedure  
Residential Lettings**

- > if further time is required to investigate your concerns, then you will receive a written explanation for any delay
- > if we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file
- > should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

## still unhappy?

- > after receiving our response, if you feel your complaint has not been fully addressed please let us know
- > your letter will be acknowledged within five working days of receipt
- > your concerns will be considered by a different member of the residential lettings team who has not been involved in the initial determination
- > a final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review. If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

## what happens next?

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party.

Therefore in our final letter to you we will let you know the details of the regulatory bodies who you can approach for further arbitration.

We are members of both the Association of Residential Letting Agents (ARLA) and The Property Ombudsman (TPO).

## please note

You will need to complete our internal complaints procedure before you can refer your concerns to any regulatory body.

Sequence is a national network of estate agents trading locally as

allen & harris • bagshaws residential • barnard marcus • brown & merry  
fox & sons • jones & chapman • manners & harrison  
roger platt • shipways • swetenhams • william h brown

for your peace of mind we are members of



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