

when things  
need **sorting**  
**out...**



customer  
complaints  
procedure

residential  
sales

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.

### Financial Services

For mortgage and general insurance products we are regulated by the Financial Services Authority. A dedicated Mortgage Services Complaints leaflet is available from any branch within the Group, or you can contact us via our website

[www.sequencehome.co.uk](http://www.sequencehome.co.uk).

### Residential Sales

For the sale and purchase of residential property we are members of The Property Ombudsman Service (TPOS).

### Lettings

For residential lettings we are members of the Association of Residential Letting Agents (ARLA) and The Property Ombudsman Service (TPOS). A dedicated Lettings Complaint leaflet is available from your branch.

### 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:-

**The Compliance & Legal Services Dept.  
Sequence (UK) Limited  
16-20 Hockliffe Street  
Leighton Buzzard  
Bedfordshire LU7 1GN**

Alternatively you may forward details of your dissatisfaction by email to:

[complianceresidential@connells.co.uk](mailto:complianceresidential@connells.co.uk)

If you prefer you may telephone on **01525 215415** or visit your nearest branch.

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

- Your complaint will be considered by a member of the Compliance Department's Residential Team.
- You will be advised, in the written acknowledgement, who is to be responsible for investigating your complaint.
- You will receive a detailed response within fifteen working days of our receiving your complaint.
- If further time is required to say, receive reports from a third party, then you will receive a written explanation for any delay at the end of the fifteen working day time frame.
- If we do not hear from you within a further eight weeks from the date of our response, we will assume the matter has been addressed and we will 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 communication will be acknowledged within three working days of receipt.
- You will receive a detailed response within fifteen working days of our receiving your request for a second review of your complaint.
- Your concerns will be considered by a different member of the Residential team who has not been involved in the initial review of your complaint.
- A second response will be issued within fifteen working days of our receipt of your request for a further review. If we are unable to respond within this time frame, we will inform you of this and we will also advise you of when we anticipate being able to answer your concerns, at the same time as informing you of your right to appeal to a third party.

## What happens next?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any complaint to a third party and we will fully co-operate with them. Therefore, in our final letter to you, we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure and that you may now progress your issues to The Property Ombudsman Service. Their details are as follows:

**The Property Ombudsman Service**  
**Milford House,**  
**43-55 Milford Street,**  
**Salisbury,**  
**Wiltshire**  
**SP1 2BP**

**T** 01722 333306  
**E** [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
**W** [www.tpos.co.uk](http://www.tpos.co.uk)

## Please note

You should refer the matter forward to The Property Ombudsman as soon as possible after receiving our final response, but always within six months of the date of our 'deadlock' letter. You will need to complete our internal complaints procedure, before you raise your concerns with the Ombudsman.





[www.sequencehome.co.uk](http://www.sequencehome.co.uk)

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