

# Holland & Odam

## Complaints Procedure

Holland & Odam provides a range of residential sales services based on the experience, skills and expertise of our team. We have a detailed understanding of the residential sales sector and work hard to ensure that the best possible service is maintained within the parameters of our instruction.

We can be contacted via the following:

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

[street@hollandandodam.co.uk](mailto:street@hollandandodam.co.uk)

[glastonbury@hollandandodam.co.uk](mailto:glastonbury@hollandandodam.co.uk)

Tel : 01458 841411 / 01458 833123

Should you wish to register a complaint, the following procedure should be followed in order to ensure that any comments or issues are dealt with promptly:-

### Stage 1

#### By Telephone / In Person

Telephone - 01458 841411 / 833123 (9am - 6pm Monday - Friday, 9am - 5pm Saturday)

A member of the team will record the details of your complaint appending it to the relevant property and will try to deal with the issue as soon as is possible depending upon the nature of your comments.

Our response will be sent to you as a letter detailing any discussions and due action taken, within the parameters of the Data Protection Act.

## Stage 2

### In Writing / By email

Any complaint may be made in writing to:-

Helen Bulman  
Financial Controller  
Holland & Odam  
3 Farm Road  
Street  
Somerset. BA16 0BJ

Details of your letter will be recorded appending it to the relevant property and records. Upon receipt, your letter will be acknowledged and you will be provided with a timescale for a full and considered response outlining due action that will be taken, within the parameters of the Data Protection Act.

A further letter confirming our actions will then be sent confirming the forward situation.

## Stage 3

### Follow up In Writing / By email

Should you remain unhappy with our response, or the Financial Controller is unable to resolve the complaint, then please refer the matter, in writing, to one of the Directors detailing why your complaint has not been resolved satisfactorily.

The Director will review your complaint and the response and will reply to you within 10 working days of receipt.

Letters should be addressed to :-

Mr Adam Holland

Mr Ian Odam

Care of address :- Holland & Odam

3 Farm Road

Street

Somerset. BA16 0BJ

## Stage 4

Should you still remain unhappy with the decision made by the Directors, you can refer to the Property Ombudsman.

The Property Ombudsman will investigate any complaints in order to maintain professional standards within the industry.

A letter detailing your original complaint together with the responses that you have received from Holland & Odam should be sent to :-

The Property Ombudsman

Beckett House

4 Bridge Street

Salisbury

Wiltshire

SP1 2LX

Tel: 01722 333306