



Sales & Lettings 01438 312312

19 Market Place Stevenage
Hertfordshire SG1 1DH

Complaints Procedure

Wrights Estate Agents is a member of The Property Ombudsman and aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by our Lettings Manager, Miss Hayley Andrews and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the address below:

Miss Hayley Andrews, Lettings Manager, Wrights Estate Agents, 9 Market Place, Hatfield, Herts, AL10 0LJ.

Your complaint will be acknowledged within 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Managing Director at the address given below:

Mr Melvin Wright, Director, Wrights Estate Agents, 9 Market Place, Hatfield, Herts, AL10 0LJ.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

