

## **CUSTOMER COMPLAINTS PROCEDURE**

As a member of the Ombudsman for Estate Agents, Barkers Estate Agents Limited aims to provide the highest standards of service to landlords and tenant and to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to:

Mrs Elizabeth Cole  
Barkers Estate Agents Ltd  
4 Old Lane,  
Birkenshaw  
BD11 2JX

[complaints@barkersestateagents.co.uk](mailto:complaints@barkersestateagents.co.uk)

2. The grievance will be acknowledged immediately, investigated thoroughly in accordance with the established 'in house' procedures and a reply sent to the complainant within seven working days of receipt of the letter.
- If the complainant is dissatisfied with the result of the internal investigation, please forward your complaint to Mrs Amanda Humphreys at the same address.
- If the complainant is still not satisfied, Barkers Estate Agents Ltd offers mediation between the complainant and the company.
- 5 If the complainant landlord or client remains dissatisfied, Barkers Estate Agents Ltd will provide a referral to binding arbitration in accordance with the rules of the Ombudsman for estate Agents