



Complaints Procedure

Waterman Exclusive prides itself on a very high level of customer service. However, we realise that occasionally there may be cause for complaint, our complaints procedure has been structured to ensure that any complaints are dealt with as efficiently as possible. We are also a member of The Property Redress Scheme, although we will also always try to resolve your complaint at branch level.

1. Speak to your negotiator - We ask that all complaints are directed to the staff member you have been working with. The staff member will then pass your complaint onto the appropriate person who will send a written acknowledgement of the complaint within 5 days of receipt, giving the name or job title of the individual handling the complaint, together with details of our internal complaints handling procedures.
2. Waterman Exclusive will, within 4 weeks of receiving a complaint, send you either: A final response; or a response explaining why we are not yet in a position to resolve your complaint and indicate when we will make further contact, which will always be within 8 weeks of receipt of your complaint.
3. Waterman Exclusive will, by the end of eight weeks after receipt of your complaint, send you a final response.
4. The Property Redress Scheme - If you still remain dissatisfied after receiving a response from us, you may then refer the matter to The Property Redress Scheme. Referral details for this scheme will be detailed in the final response. Please be aware that you must do so within 6 months from the date on the final response. The Property Redress Scheme will not consider your complaint until our internal complaints procedure has been completed.