

BSB

BARRATT
SMITH
BROWN

Complaints Policy

1 The Company has very high standards which we are determined to maintain. Any complaint will be fully investigated free of charge.

2 How do I make a complaint?

2.1 You can contact us in writing by letter, email or by speaking with our Complaints Department. Our complaints team can be contacted by letter at Complaints, Suite E, Best House, Enderby Road, Leicester, Leicestershire, England, LE8 6EP or email at complaints@thebsbco.com

2.2 To help us to understand your complaint, and in order that we do not miss anything, please tell us:

2.2.1 your full name and contact details

2.2.2 what you think we have got wrong

2.2.3 what you hope to achieve as a result of your complaint, and

2.2.4 your file reference number (if you have it)

2.3 If you require any help in making your complaint, we will try to help you.

3 How will you deal with my complaint?

3.1 We will record your complaint.

3.2 We will write to you within three working days acknowledging your complaint, if possible after investigating the complaint in accordance with clause 3.5, providing you with a Summary Resolution communication and enclosing a copy of this policy.

3.3 A Summary resolution communication will summarise your complaint and why we think the complaint is now resolved.

3.4 If we cannot provide a Summary Resolution communication in 3 days:

3.5 We will investigate your complaint. This will usually involve:

3.5.1 reviewing your complaint

3.5.2 reviewing your file(s) and other relevant documents, and

3.5.3 speaking with the person who dealt with your matter

3.6 We may also need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period.

3.7 We will update you on the progress of your complaint at appropriate times.

3.8 We may also, if appropriate, invite you to a meeting to discuss your complaint. You do not have to attend if you do not wish to or if you are unable to. We will be happy to discuss the matter with you on the telephone.

3.9 We will write to you at the end of our investigation to tell you what we have done and what we propose to do to resolve your complaint. Where possible, we will aim to do this within 21 days of the date of our letter of acknowledgement. We aim to resolve your complaint in 8 weeks and send you a 'final response' letter.

3.10 A final response letter will summarise your complaint and why we think the complaint is now resolved.

3.11 If we fail to respond to your complaint within the 8-week time frame we will write to you informing you the reason of the delay and when we will send you a response.

4 What if I am not satisfied with the outcome?

4.1 If you're not happy with our response to your formal complaint, you can ask for a review within 30 working days of receiving our response.

4.2 This review of your complaint will be conducted under the direction of the Chief Executive of Barratt Smith Brown. We'll review the complaint and how it has been handled and address how we can put it right. You will receive a response within 30 working days.