

GRIEVANCE/COMPLAINT PROCEDURE

1. **Edwards Moore (UK) trading as Edwards Moore, The Estate Agency and Auction House Birmingham & Black Country** - A member of the Ombudsman for Estate Agents Scheme—aims to provide the highest standard of service to all our Customers. To ensure that your interests are safeguarded a Grievance Procedure has been introduced. This provides for the matter to be dealt with internally by a director directly involved and in the event that we are not able to deal with the matter to our mutual satisfaction by reference to the Ombudsman for Estate Agents.

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

For Residential Sales Mr Scott Southall, Sales Manager, Edwards Moore, The Estate Agency, 49a Anchor Road, Aldridge, Walsall, West Midlands WS9 8PT or

For Auctions Mrs Cheryl Lewis, Director, Edwards Moore (UK) Ltd, 49a Anchor Road, Aldridge, Walsall, West Midlands WS9 8PT

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

4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by our Managing Director at the address given below: Mr. Christopher W Edwards FNAEA, 49A Anchor Road, Aldridge, Walsall WS9 8PT.

5. In the event that the final Review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to the Ombudsman for Estate Agents, to whom information will be provided by this Firm. You are also entitled to have your grievance referred to the Ombudsman should we

fail to deal with matters expeditiously i.e. within 3 months from the date of written notification to ourselves.

Edwards Moore (UK) Ltd

24/11/2020