



## Complaints Procedure for Lock and Key Estate Agents

At Lock and Key Estate Agents, we strive to deliver exceptional customer service and professionalism in all aspects of our work. However, we acknowledge that, on rare occasions, things may not go as expected. If you are dissatisfied with our service, we take your concerns seriously and have put in place a structured process to resolve complaints promptly and efficiently.

This procedure outlines how to make a complaint, how we handle it, and what to do if you're not satisfied with the resolution.

### Step 1: Informal Resolution

We encourage all clients to initially try to resolve any issues directly with the member of staff who handled your transaction or service. Often, misunderstandings can be cleared up quickly through informal communication. If your complaint relates to a specific staff member or service, please follow these steps:

**1. Contact the relevant staff member:**

- If your complaint is related to a particular team member, please contact them directly via phone or email to discuss your concerns.
- Please provide as much detail as possible, including the issue, date(s), and any relevant documents (contracts, emails, etc.).
- Staff will respond to acknowledge receipt of your concern and provide a timeline for resolution.

**2. Resolution within 5 business days:**

- Our goal at this stage is to resolve the issue informally and as quickly as possible. We will work closely with you to come to a satisfactory resolution within 5 business days.

If this approach resolves the issue, no further action will be needed.

**T:** 01254 449034

**E:** [info@lockandkeystateagents.co.uk](mailto:info@lockandkeystateagents.co.uk)

**W:** [www.lockandkeystateagents.co.uk](http://www.lockandkeystateagents.co.uk)

**A:** 7 Hope Street, Blackburn, BB2 1DY





## Step 2: Formal Complaint Submission

If the issue is not resolved informally or if you feel uncomfortable discussing the matter directly with the staff member involved, you may escalate the complaint to a formal level.

To initiate a formal complaint, please follow these steps:

**1. Submit your complaint in writing:**

- **Email:** [info@lockandkeystateagents.co.uk](mailto:info@lockandkeystateagents.co.uk)
- **Postal address:** Lock and Key Estate Agents, 7 Hope Street, Blackburn, BB2 1DY

**2. Information to include in your complaint:**

- **Personal details:** Full name, address, email, and phone number.
- **Property details** (if applicable): The property address or reference number related to your complaint.
- **Detailed description of the complaint:** Clearly explain what happened, the service provided, and how it did not meet your expectations.
- **Supporting documentation:** Any relevant documents such as contracts, correspondence (emails/letters), photos, or evidence that supports your claim.
- **Desired resolution:** Let us know how you would like to see the issue resolved or what outcome you are hoping for.

**3. Acknowledgement of receipt:**

- Once your formal complaint is received, we will acknowledge it in writing (via email or post) within 2 business days. The acknowledgement will include details of the person responsible for investigating the complaint and their contact information.

**4. Complaint reference number:**

- You will be provided with a unique reference number for your complaint, which should be quoted in any future correspondence related to the matter.

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### Step 3: Investigation and Assessment

Once we have received your formal complaint, we will begin a thorough investigation. This step typically involves the following:

1. **Assessment of the complaint:**
  - Our complaints handler will review the details of your complaint, including any supporting documentation, and assess the issue based on our service standards, legal obligations, and internal policies.
2. **Consultation with involved parties:**
  - We will speak to the staff members involved to understand their perspective and gather any additional information required.
3. **Timeline for investigation:**
  - We aim to complete the investigation and provide a resolution within 10 business days. In some cases, more time may be required due to the complexity of the issue. If this happens, we will notify you in writing of the delay and provide an updated timeline for resolution.

### Step 4: Resolution and Outcome

Once the investigation is complete, we will provide a written response that includes:

1. **Summary of the complaint:**
  - A clear description of your complaint, including relevant details and the circumstances surrounding the issue.
2. **Investigation findings:**
  - A thorough explanation of the findings from our investigation, including whether the complaint was upheld or rejected.
3. **Resolution:**
  - A detailed outline of the steps we are taking or have taken to resolve the issue. This may include:
    - Apologies or acknowledgment of any mistakes made.
    - Any corrective actions taken to prevent similar issues in the future.
    - Compensation or reimbursement if deemed appropriate.
4. **Further action:**
  - If you are satisfied with the resolution, we will close the complaint and note it in our records.
  - If you remain unsatisfied, the letter will outline your options for further escalation.

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### Step 5: Escalation (If Not Satisfied)

If, after receiving our response, you are still not satisfied with the resolution, you have the right to escalate your complaint. We are committed to ensuring that all complaints are fairly handled and resolved. You may choose one of the following options:

**1. Review by a senior manager:**

- If your complaint has been handled by a lower-level staff member, you may request that a senior manager or director review the decision. We will assign an appropriate senior person to conduct a fresh review of your case and provide an updated response.

**2. External Ombudsman Services:**

- If you are still dissatisfied with the outcome after the internal review, you may refer your complaint to the **Ombudsman Services: Property** (for property-related issues) or a relevant third-party dispute resolution service.
  - **Website:** [www.propertyredress.co.uk](http://www.propertyredress.co.uk)
  - **Contact Email:** [info@theprs.co.uk](mailto:info@theprs.co.uk)
  - **Phone:** 03333219418
  - **Postal Address:** Property Redress, 55 Mark Lane, London, EC3R 7NE

Before involving the Ombudsman, you must have given us a reasonable opportunity to resolve the issue. The Ombudsman will assess whether your complaint is eligible for their intervention and determine the appropriate course of action.

### Step 6: Follow-up and Continuous Improvement

We view complaints as an opportunity to learn and improve. Following resolution of your complaint:

**1. Feedback and satisfaction survey:**

- We may ask for feedback on your experience with our complaints procedure and whether you were satisfied with the resolution. Your input helps us improve our services.

**2. Internal review of procedures:**

- If necessary, we will review and update our processes to prevent similar complaints from arising in the future.

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## Contact Us

For general inquiries or additional assistance with a complaint, please contact us at:

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- **Phone:** 01254 449034
- **Postal Address:** Lock and Key Estate Agents, 7 Hope Street, Blackburn, BB2 1DY

We are committed to resolving any issues as quickly and fairly as possible, and we appreciate your feedback in helping us provide the best possible service.

This procedure ensures that complaints are handled fairly, transparently, and effectively. If you have any questions or need further assistance, please don't hesitate to reach out.

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