

WELDONS SALES & LETTINGS LIMITED

COMPLAINTS HANDLING PROCEDURE

Effective date: 21st September 2026

Last reviewed: 21st September 2026

Next review date: 21st September 2028

Approved by: Mr C Harbison and Mrs D Harbison

1. Purpose

Weldons Sales & Lettings Limited ("Weldons", "we", "us" or "our") is committed to providing a professional, efficient and courteous service to all customers.

We recognise that, despite our best efforts, there may be occasions when a customer is dissatisfied with our service, the actions of a member of staff, or the way in which a matter has been handled.

The purpose of this Complaints Handling Procedure is to provide a clear, fair and transparent process for receiving, investigating and resolving complaints.

We will treat complaints seriously, investigate them fairly and, where we identify that something has gone wrong, take reasonable steps to put matters right and learn from the complaint.

Weldons is a member of the Property Redress Scheme (PRS). Where a complaint cannot be resolved through our internal complaint's procedure, customers may have the right to refer the matter to the PRS in accordance with the PRS's rules and timescales.

2. What is a Complaint?

For the purposes of this procedure, a complaint is an expression of dissatisfaction concerning:

- the service provided by Weldons;
- the way in which a matter has been handled;
- the actions or conduct of a member of staff or representative of Weldons;
- unreasonable delays or failures in communication;
- an alleged failure to follow our procedures or agreed terms of business; or

- any other matter relating to our estate agency, lettings or property management services.

A complaint may be made by a customer, former customer, prospective customer or another person directly affected by our services, where appropriate.

A complaint may be made verbally or in writing.

Where a verbal expression of dissatisfaction cannot be resolved immediately, we may ask the customer to provide the complaint in writing so that the matter can be properly investigated.

3. Matters Outside This Procedure

Not every enquiry or disagreement will constitute a complaint.

For example, the following may need to be dealt with separately:

- routine enquiries about our services;
- requests for information;
- requests to exercise a data protection right;
- complaints specifically concerning the handling of personal data, which may also be subject to our data protection complaints process;
- matters that are already the subject of court proceedings, where appropriate;
- matters concerning the interpretation or enforcement of a contract which require separate legal advice or proceedings; or
- matters which are outside the services provided by Weldons.

Where a matter falls outside this procedure, we will explain this to the customer and, where appropriate, direct them to the relevant person, procedure or organisation.

A matter will not be excluded from this complaints procedure merely because it also involves a contractual or legal issue.

4. How to Make a Complaint

Customers may make a complaint using any of the following methods.

By post

Weldons Sales & Lettings Limited

For the attention of Mr C Harbison or Mrs D Harbison

Unit 9, The Wincombe Centre
Shaftesbury
Dorset
SP7 9QJ

By email

Complaints may be sent to:

callum.harbison@weldonsonline.com

or

debbie.harbison@weldonsonline.com

By telephone

01747 356 226 / 01935 677 207

Customers may also make a complaint in person at our office.

There is no requirement to use a particular complaints form.

5. Information to Include

Customers are encouraged to provide as much information as reasonably possible, including:

- their name and contact details;
- the property address, where applicable;
- details of the service or transaction concerned;
- the date or dates on which the relevant events occurred;
- the names of any members of staff involved;
- a clear description of the complaint;
- copies of any relevant correspondence or documents;
- details of any other evidence the customer wishes us to consider; and
- an explanation of what the customer believes would resolve the complaint.

A customer does not need to provide every item of information before we will consider a complaint.

If further information is reasonably required, we will explain what is needed and why.

6. Recording and Acknowledging Complaints

All formal complaints will be recorded on our complaints register.

Where appropriate, each complaint will be given a unique complaint reference number.

We will acknowledge receipt of a formal written complaint within three working days, wherever reasonably practicable.

The acknowledgement will normally:

- confirm that the complaint has been received;
- provide the complaint reference number;
- identify the person responsible for dealing with the complaint;
- explain the next steps; and
- provide a copy of, or link to, this Complaints Handling Procedure where appropriate.

We will use the customer's preferred method of communication wherever reasonably practicable.

7. Investigation

The person responsible for investigating the complaint will consider the complaint fairly and objectively.

The investigation may include:

- reviewing relevant correspondence and records;
- reviewing the customer's file;
- speaking with members of staff involved;
- considering relevant policies and procedures;
- reviewing the terms of business or other relevant contractual documents;
- considering documents or evidence supplied by the customer; and
- obtaining further information where reasonably necessary.

The investigator will consider all relevant information before reaching a conclusion.

Where the complaint concerns a particular member of staff, that person will be given an appropriate opportunity to provide information concerning the matter.

A member of staff who is the subject of a complaint should not attempt to investigate or determine the complaint themselves.

8. Timescales

We aim to investigate and respond to complaints promptly.

Where reasonably practicable, we will provide our substantive written response within 10 working days of acknowledging the formal complaint.

Some complaints may require longer to investigate, particularly where:

- the complaint is complex;
- relevant information is held by third parties;
- additional evidence is required;
- several members of staff are involved; or
- the complaint concerns an ongoing matter.

If we cannot provide a full response within our target timescale, we will explain the reason for the delay and provide an indication of when we expect to provide a full response.

Our internal timescales do not restrict any longer period that may be available to us under the PRS rules or other applicable requirements.

9. Outcome of the Investigation

Following the investigation, we will provide the customer with a written response.

The response will, where appropriate:

- summarise the complaint;
- explain the relevant findings;
- state whether the complaint is upheld, partially upheld or not upheld;
- explain the reasons for the decision;
- identify any action we intend to take;
- provide any appropriate apology or explanation;

- explain any remedial action or other resolution offered; and
- explain the customer's right to request further review and/or refer the matter to the Property Redress Scheme, where applicable.

We will seek to resolve complaints reasonably and proportionately according to the circumstances of each case.

10. Possible Resolution Actions

Depending upon the circumstances, possible actions may include:

- providing an explanation or clarification;
- apologising for an error or shortcoming;
- correcting an administrative error;
- taking remedial action;
- reviewing a decision;
- reviewing or improving an internal process;
- providing appropriate reimbursement or refund where justified;
- arranging further communication or assistance; or
- taking appropriate staff training or management action.

The appropriate resolution will depend upon the facts of the individual complaint.

Nothing in this procedure creates an entitlement to compensation, refund or other remedy where Weldons is not legally or contractually required to provide one.

11. Further Review

If the customer remains dissatisfied with the outcome, they may request a further review of the complaint.

The request should explain:

- why the customer remains dissatisfied;
- which aspects of the original response they disagree with; and
- any additional information or evidence they wish to be considered.

Where reasonably practicable, the review will be undertaken by a senior person who was not responsible for the original investigation or decision.

Given the size and structure of the business, there may be circumstances where the same senior management personnel are involved at different stages. Where this occurs, we will seek to ensure that the complaint is nevertheless considered fairly and objectively.

The outcome of the review will be provided in writing.

12. Final Response

Once Weldons has completed its internal complaints procedure, we may issue a final written response.

The final response will explain:

- the outcome of the complaint;
- the reasons for that outcome;
- any action being taken;
- whether any further internal action is available; and
- the customer's right to refer the matter to the Property Redress Scheme, where applicable.

Once a final response has been issued, Weldons may regard the internal complaints procedure as complete.

This does not prevent a customer from exercising any rights they may have under applicable law or the rules of the Property Redress Scheme.

13. Property Redress Scheme

Weldons Sales & Lettings Limited is a member of the Property Redress Scheme (PRS).

The PRS provides an independent redress service for eligible complaints concerning its members.

If a customer remains dissatisfied after making a formal complaint to Weldons, they may be able to refer the matter to the PRS.

The PRS currently requires a consumer to have:

- first raised the complaint with the member;

- allowed the member a minimum of eight weeks to investigate and respond, unless the member has already issued a final response; and
- referred the matter within the applicable PRS time limits.

The PRS currently states that the last communication relating to the incident complained about must generally have been within the preceding 12 months. Customers should check the PRS's current rules at the time they make their referral, as the PRS's requirements may change. Property Redress+1

The PRS's service is free for consumers.

Further information and the current PRS complaints process are available from the Property Redress Scheme.

Property Redress Scheme

Website: **www.theprs.co.uk**

Email: **complaints@theprs.co.uk**

Telephone: **0333 321 9418**

Customers can also use the PRS's online complaint service.

The PRS explains that, once it receives an eligible complaint, its process may include an opportunity for negotiated resolution followed, where necessary, by a formal decision. Property Redress.

Weldons will cooperate with the PRS and provide relevant information and documentation reasonably required for the PRS to consider a complaint.

14. Data Protection Complaints

Weldons will handle personal data in accordance with applicable data protection legislation, including the UK GDPR and Data Protection Act 2018.

Where a complaint specifically concerns the processing or handling of personal data, it will be dealt with in accordance with our data protection complaints process as appropriate.

Customers may raise a data protection complaint using the same contact details set out in Section 4.

We will acknowledge data protection complaints and investigate them in accordance with applicable data protection requirements.

The Information Commissioner's Office (ICO) currently states that organisations must provide a means for people to make data protection complaints, acknowledge them

within 30 days, investigate them without undue delay and communicate the outcome. Information Commissioner's Office+1.

A service complaint and a data protection complaint may arise from the same circumstances. Where this occurs, the relevant aspects may be dealt with under the appropriate processes.

15. Confidentiality

Complaints will be handled sensitively, and information will only be shared internally where reasonably necessary for the investigation, resolution or management of the complaint.

We will comply with applicable data protection legislation when collecting, using, storing and sharing personal information.

Where information concerning a complaint is used for staff training, quality assurance or service improvement, we will ensure that this is done in accordance with applicable data protection requirements.

16. Record Keeping

Weldons will maintain complaints register containing appropriate information about complaints received.

Records may include:

- the date the complaint was received;
- the complaint reference;
- the name of the complainant;
- the nature of the complaint;
- relevant property or transaction details;
- the person responsible for investigating the complaint;
- relevant correspondence and evidence;
- the investigation undertaken;
- the outcome;
- any action taken;
- the date the complaint was closed; and

- any lessons identified for service improvement.

Records will be retained in accordance with our data protection, document retention and information security requirements.

17. Staff Responsibilities

All staff are expected to:

- treat customers courteously and respectfully;
- listen to complaints and take them seriously;
- avoid becoming defensive or dismissive;
- record complaints appropriately;
- pass formal complaints to the appropriate person;
- cooperate with complaint investigations;
- provide relevant information when requested;
- avoid discussing a complaint directly with a complainant where they have been instructed that the matter is being dealt with by another person; and
- assist with implementing agreed remedial action.

No member of staff should attempt to prevent a customer from making a legitimate complaint.

18. Learning and Service Improvement

Complaints will be regarded as an opportunity to identify areas where our service, communication, procedures or training could be improved.

Where appropriate, we will review complaints to identify:

- recurring issues;
- avoidable delays;
- communication problems;
- procedural weaknesses;
- training requirements; and
- opportunities to improve customer service.

Any lessons identified will be communicated to relevant staff and appropriate changes will be made where necessary.

19. Unreasonable or Abusive Communications

We will make reasonable efforts to assist every customer.

However, we may take appropriate steps where communications become abusive, threatening, discriminatory or excessively repetitive, provided that doing so does not prevent a legitimate complaint from being properly considered.

Where restrictions on communication are necessary, we will explain the reason and, where appropriate, identify a reasonable alternative method of communication.

20. Review of this Procedure

This Complaints Handling Procedure will be reviewed regularly and at least every two years, or sooner where there are changes to legislation, regulatory requirements, PRS requirements or our business arrangements.

Date adopted: 21 September 2026

Date last reviewed: 21 September 2026

Next review: 21 September 2028

Responsible persons:

Mr C Harbison

Mrs D Harbison

Weldons Sales & Lettings Limited