We try our hardest to make your experience the best it can be. we also understand on the rare occassion things may happen that you're just not happy with.

Abel of Hertford Complaints Handling Procedure

This guide outlines the procedures we adopt within
Abel of Hertford Limited.

As a first step, if you have a complaint, you are invited to write to our Director Ami Hayward.

Why? Because we believe that any fault in our customer service, no matter, how small or who it comes from, should be handled with the same level of speed and seriousness (you can find Ami's details at the end of this document).

Ami will do her utmost best to acknowledge receipt of your complaint within 2 working days, and if possible, provide a written response within a further 5 working days: to inform you of our understanding of the circumstances leading to the complaint and our formal reply to the issues raised.

In Ami's written response, you will be invited to make any further comments or to attend a meeting with us, or discuss it over the telephone with either Ami herself, or someone appoint that has the seniority to deal with your complaint swiftly.

In any event, you should confirm within 10 days whether you wish us to take the matter further. If this becomes your option, on receipt of your communication we will write to you within 5 working days to inform you of what next action will be taken to resolve the complaint.

ah@abelofhertford.co.uk

Ami Hayward,
Abel of Hertford
2 Market Place,
Hertford SG14 1DF

We will try our best to make sure that your issue is resolve and a smile is placed firmly back on your face. However, in the unlikely event that you remain dissatis-fied with how we've handled your complaint, or you feel your complaint has not be resolved, you are free to contact the Property Ombudsman Service who will review the case. They are contactable using the details below:

Property Ombudsman Service
PO Box 1021,
Warrington,
WA4 9FE
Telephone: 0330 440 1634 or 01925 530 270
www.os-property.org

(we hope that you won't need this, but if you ever do, it's there).