BCM Wilson Hill

In-house Complaints Procedure

BCM Wilson Hill (the 'Company') are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Complaints about BCM Wilson Hill standard of service

Stage 1- Your Complaint

If you have a complaint about the way the Company operates or the services we provide please put your complaint in writing either by letter or email to the member of staff you have been dealing with. Please include as much detail as possible, including dates, names of other members of staff you have dealt with and where you are able to, enclosing/attaching any supporting evidence.

Stage 2 - Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process.

Timescale

Within 3 working days of receiving your complaint

Stage 3 - Our Investigation

Your complaint will be investigated by the Partner in charge of the department* who will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. [*see over page for details]

Timescale

Within 15 working days of receiving your complaint

Stage 4 - Final Viewpoint

If you remain dissatisfied you should contact us again and we will conduct a separate review by the Company Complaints Department:

Complaints Department, BCM Wilson Hill, The Old Dairy, Sutton Scotney, Winchester, Hampshire SO21 3NZ email: complaints@bcmwilsonhill.co.uk

Timescale

Within 15 working days of receiving your request for a further review

Stage 5 - Ombudsman

If our final viewpoint letter does not resolve matters (or 8 weeks has elapsed since the complaint was first made) you can request an independent review from an independent ombudsman

The Property Ombudsman
Unit 159756
P O Box 7169
Poole
BH15 9EL
01722 333306
admin@tpos.co.uk
www.tpos.co.uk

CEDR (Centre for Effective Dispute Resolution)
100 St Paul's Churchyard
London
EC4M 8BU
020 7536 6000

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*** Partner in charge by department**

Alastair Wilson	Land Management, Rural Consultancy
Alastair Wilson	Lettings
Henry McCowen	Freehold Sales & Purchases
Michael Papps	Architecture, Design & Planning
James Attrill	Rural Consultancy, Sales, Lettings (Isle of Wight office)
David Long	Planning & Development (Isle of Wight office)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Contact Details

BCM Wilson Hill Petersfield
4 Lavant Street
Petersfield
Hampshire
GU23 3EW

01730 262 600

petersfield@bcmwilsonhill.co.uk

TPOS Membership: T09720

BCM Wilson Hill Winchester
The Old Dairy
Sutton Scotney
Winchester
Hampshire
SO21 3NZ
01962 763 900

winchester@bcmwilsonhill.co.uk

TPOS Membership: T01893

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Isle of Wight
Red Barn, Cheeks Farm
Merstone Lane
Merstone
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01983 828 800

iow@bcmwilsonhill.co.uk

TPOS Membership: T01892

BCM Wilson Hill
Oxford
Sunrise Hill Yard
East Ilsley
Newbury
Berkshire
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oxford@bcmwilsonhill.co.uk

TPOS Membership: T01893

BCM Wilson Hill is the trading name of BCM Bays Curry McCowen LLP, BCM (IOW) LLP and BCM Wilson Hill Ltd