

## **Oakwood Estates In-House Complaints Procedure**

Providing an excellent customer service is important to Oakwood Estates and in the vast majority of cases this is exactly what you will receive. However, just occasionally, something goes wrong and a customer, unfortunately, has cause to complain. If this happens, we will always acknowledge receipt of your complaint within 5 working days and do everything we can to speedily resolve the problem.

This can usually be best achieved by contacting the person you originally dealt with. That person will expect to hear from you if you are unhappy and will aim to resolve your complaint on the same day. While we would like to hear from you by telephone, should you decide to write to us, we will call you with the same objective in mind. If an immediate solution cannot be achieved because further investigation is necessary, we will let you know straight away.

Should our investigation take longer than anticipated, which will only happen if the circumstances are particularly complex, we will explain why and we will make sure you are provided with regular updates. We will not normally allow any complaint to be unresolved for more than 4 weeks, as we will always agree a course of action with you within this time.

Alternatively, you can contact our Head office:

Fax: 01753 545859

Email: [enquiries@oakwood-estates.co.uk](mailto:enquiries@oakwood-estates.co.uk)

Post: Customer Services, Oakwood Estates, Shop on the Green, The Green, Datchet, Berkshire, SL3 9JH

In the unlikely event that you are still unhappy with how your complaint is being handled or resolved, we have in place an escalation procedure which means that you can request the involvement of an appropriate director. Head Office will facilitate this for you. You can contact them using the details above.

If, at the end of this process, you still remain dissatisfied with the outcome, you have the right to take your complaint to the relevant Ombudsman Service. They will consider your complaint totally impartially and we are bound by their decision. We do hope, however, that your complaint will have been resolved much earlier and you will not find it necessary to take this action.