

## IN-HOUSE COMPLAINTS PROCEDURE

### Infinity Estate Agents

We are committed to delivering a professional and high-quality service to all our clients and customers. If something has gone wrong, we encourage you to let us know—your feedback helps us improve our standards. If you have a complaint, please submit it in writing and include as much detail as possible. We will respond according to the timeframes outlined below. (If you believe we have not addressed your concerns within eight weeks, you may be able to refer your complaint to The Property Ombudsman without waiting for our final response.)

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#### 1. Acknowledgement

We will send you a written acknowledgement of your complaint within seven working days of receiving it, along with a copy of this complaint's procedure.

#### 2. Investigation

Your complaint will be investigated by the office manager, who will review your file and discuss the matter with the staff member involved.

You will receive a formal written outcome of our investigation within 15 working days of the acknowledgement letter.

#### 3. Further Review (if required)

If you remain dissatisfied, you may request a further review. A senior member of staff, not previously involved in the matter, will conduct an independent assessment.

We will provide our final written viewpoint within 15 working days of receiving your request for a review.

#### 4. Independent Redress

If you are still not satisfied after completing our in-house complaints process—or if more than eight weeks have passed since your initial complaint—you may refer the matter to:

##### **The Property Ombudsman:**

Infinity Estate Agents

Beckett House,

14 Billing Road,

Northampton,

NN1 5AW

Email: [Lettings@infinityestateagents.co.uk](mailto:Lettings@infinityestateagents.co.uk)

Website: [www.infinityestateagents.co.uk](http://www.infinityestateagents.co.uk)

#### Important Notes

- You must submit your complaint to The Property Ombudsman **within 12 months** of receiving our final viewpoint letter, and include any supporting evidence.
- The Property Ombudsman requires all complaints to be fully processed through our in-house procedure before an independent review can take place.

