



121move limited
83 leigh road, leigh on seal, essex ss9 1jn
tel. **0844 800 4990**
email. info@121move.co.uk web. 121move.co.uk

complaints procedure

If you have a problem relating to 121move Limited, please discuss this with us by contacting us on 0844 8004990 or by emailing us at complaints@121move.co.uk . Our aim is to deal with your problem efficiently and fairly.

If you feel that your complaint is not being resolved to your satisfaction, please ask to speak to our Head of Sales. The Head of Sales will try to resolve the matter on the day that you raise your complaint, although this will depend on the nature of the complaint.

If the response by our Head of Sales does not resolve the matter to your satisfaction, you can ask the Head of Sales to refer the complaint to one of our company Directors, or alternatively you can write to him:

Mr M Rose
Director
121move.co.uk
83 Leigh Road
Leigh-on-Sea
Essex. SS9 1JN.

A letter acknowledgement will be sent to you within 3 working days. It will also confirm our understanding of your complaint and state when we will be able to reply in greater detail .We may ask for additional information, if this is required to assist resolving the matter. A formal written outcome of this investigation will be sent to you within 15 working days.

If your problem has still not been resolved by our company director, please write to Mr M. R. L. Parsons MNAEA who is our Senior Director. Your letter should clearly state why you are still dissatisfied and what further action you wish 121move.co.uk to take to fully resolve your complaint. Our Senior Director will fully investigate any issues and respond within 15 working days of receiving your letter. In all but exceptional cases, upon receipt of your complaint, 121move.co.uk will have issued you with its final response by letter., this will be accompanied by the Ombudsman for Estate Agents Consumer Guidelines.

If you are still not satisfied with the action taken by 121move Limited, you can write to:

Ombudsman of Estate Agents
Beckett House,4 Bridge Street
Salisbury
Wiltshire
SP1 2LX
(Telephone: 01722 333306).

The Ombudsman for Estate Agents will consider your complaint, taking in to account any points made by yourself and 121move.co.uk. The Ombudsman of Estate Agents may refuse to investigate a complaint where the issue refers to something that took place more than twelve months before you complained in writing to 121move Limited, or you referred your complaint to the Ombudsman of Estate Agents more than six months after you received 121move.co.uk's final answer or settlement proposal.

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The Ombudsman of Estate Agents Office may try to settle the dispute by agreement between you and 121move.co.uk. If this is not successful, the Ombudsman will consider all the relevant facts and draw a conclusion according to what he/she believes to be fair outcome in the circumstances.

The Ombudsman will send his decision to you and 121move Limited. You can accept or reject their decision. If you reject the Ombudsman of Estate Agents decision then you are unable to proceed with this course of action. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman of Estate Agents decision.

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