OUR COMMITMENT TO GETTING IT RIGHT - YOUR VOICE MATTERS

Gibbs Gillespie is part of LRG and is committed to providing services and products of the very highest standard. When dealing with property we know from time to time things do not always go as smoothly as we would hope. Gibbs Gillespie will always do our absolute best to correct any mistakes as we believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what has gone wrong. To resolve your issue quickly, please contact the local Branch Manager or Head of Department as they will have a detailed knowledge of you and your property. They will work with you to try to put things right.

Stage 1 - Formal Complaint

Occasionally the local team may not be able to help put things right, so if you are not happy and your issue is unresolved, please get in touch with the Gibbs Gillespie Customer Care team, customercare@lrg.co.uk. To put your mind at ease, Customer Care will acknowledge your complaint within three working days so you know we are looking into it for you. After this, they will liaise with a senior member of staff within the region where the property is based who will provide a full response in writing within 15 working days.

Stage 2 - Formal Complaint

If after receiving the Stage 1 response in writing you consider your complaint to be unresolved, please let Customer Care know. The Customer Care Team, under the management of Donna Wright, Director of Customer Support and Engagement, will acknowledge your escalation within three working days assuring you the matter is in hand.

A further independent review will be carried out by a dedicated Customer Care Associate to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

Customer Care

Gibbs Gillespie Customer Care Department
Building 1
Meadows Business Park
Blackwater
Camberley
GU17 9AB

customercare@lrg.co.uk
01344 753104

Stage 3 - Independent Redress

If the Customer Care team are unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer your case to the ombudsman. This is a free independent service and they will undertake a full case review and the actions Gibbs Gillespie have taken to try to resolve the case. Gibbs Gillespie are members of The Property Ombudsman (TPO).

The Property Ombudsman

The Property Ombudsman (TPO)
Unit 159756
PO Box 7169
Poole
BH15 9EL

01722 333306
admin@tpos.co.uk
www.tpos.co.uk

Please note any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.

We are members of Propertymark (Lettings)

Where you believe there is evidence an agent has breached their Conduct and Membership Rules and you feel your lettings complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice and failure to answer correspondence. 01926 496791 | compliance@propertymark.co.uk.