



COMPLAINTS PROCEDURE

When things need sorting out

We are committed to providing a high standard of service. However, if something goes wrong, we want to hear from you so that we can put it right.

By letting us know when you have a problem with one of our self-employed agents, we can work with you to understand what's happened and put it right. This easy-to-use guide tells you how to make a complaint so that any concerns you may have can be quickly and professionally dealt with.

All estate agents operating under the I@D UK brand are self-employed independent agents operating their own businesses and each of them are registered with a redress scheme.

There are 4 stages to resolving a complaint.

STAGE 1. SPEAK TO YOUR INDEPENDENT ESTATE AGENT

If you wish to raise an informal concern, the first thing you need to do is contact the estate agent that you have been dealing with and let them know what part of our service you are unhappy with. This can be in writing by post, or by email or more informally by way of a discussion. Often issues are resolved in a friendly and amicable way. When you raise a complaint in this stage the agent will contact you within 5 working days (working days are Monday to Friday) of the initial complaint and seek to resolve the matter.

If you feel that you are unable to use stage 1 or you are not happy with the outcome you can move to stage 2.

STAGE 2. FORMAL COMPLAINT

Your formal complaint should be directed to the individual estate agent who acted for you. However, to ensure proper handling, all formal complaints must be sent to I@D UK in the first instance by email agentsupport@iadgroup.com, or by post to 13E Church End Estate, Little Hadham, Hertfordshire, England, SG11 2DY and we will forward it to the relevant agent.

Your complaint should include

- Your name and contact details.
- The address of the property you are selling, if applicable.
- The name of the estate agent.
- A description of your complaint, including relevant dates and details.

Acknowledgement and response

Once your complaint is received, I@D UK will forward it to the independent estate agent responsible.

The independent estate agent will:



- Acknowledge your complaint within 5 working days.
- Investigate the issue thoroughly.
- Aim to provide a detailed written response within 14 working days.

If it is not possible to respond within that timeframe, the agent will write to you to explain the reason for the delay and give an indication of when you can expect a full reply.

If the issue is not resolved

If you feel that you are unable to use stages 1 or 2 or you are not happy with the outcome you can move to stage 3.

STAGE 3. I@D ASSISTANCE

You can move directly to stage 3 if you feel that it is not appropriate to raise the complaint with the agent or you are not happy with the outcome provided by the estate agent then you can ask us to assist in finding a resolution.

We will act as an independent company to review the case and try and resolve the issues between you and the estate agent. We require you to set out the details of your complaint in writing as stated in Stage 2 and send it to us and one of our team will be assigned to deal with the case. We will respond to you acknowledging your written complaint within 5 working days.

One of our team will then carry out an independent review of the case and discuss the points that you raise with you, the estate agent and any third parties that may assist to establish a complete picture of events. I@D will not determine the outcome of the complaint, but we will help to facilitate clear communication and explore whether a resolution can be reached.

If, after following the above steps, the complaint remains unresolved, you have the right to refer the matter to the estate agent's independent redress scheme.

STAGE 4 REFERRAL TO A REDRESS SCHEME

If you're still not happy with the outcome, or if you feel that your complaint has not been dealt with correctly within 8 weeks of receiving it, you can contact the independent estate agent's redress scheme to request an independent review. You must make a sure that you report the independent estate agents and their business name and not IAD UK Limited.

Redress schemes provide a free, impartial, and independent service to help resolve disputes between consumers and property professionals. They can consider complaints that fall within their terms of reference, usually after internal complaints processes have been exhausted.

All of our agents, by law, have to be registered with a government-approved redress scheme which is either the Property Redress Scheme or the Property Ombudsman. Upon request I@D can provide details of which redress scheme your agent is a member of.

**Time limits**

If you wish to refer your complaint to a redress scheme, this must normally be done within 12 months of receiving the final response from the estate agent. You should check the relevant scheme's guidance for full details of any deadlines or restrictions.

Closure of complaints

If we do not hear from you within 8 weeks of our final response, we will consider the complaint closed.