

169 High Street, Worle,  
North Somerset BS22 6JA  
Telephone: 01934 518633  
Email: worle@brightestmove.co.uk

5 Boulevard, Weston Super Mare,  
North Somerset BS23 1NN  
Telephone: 01934 425717  
Email: westonsupermare@brightestmove.co.uk

## Brightestmove - Customer Care Policy

At Brightestmove we endeavour to ensure your experience of our service is second to none, however we appreciate that at times you may become dissatisfied. We are committed to rectifying any issues as soon as possible.

### What can I do if I am not happy with the service I have received?

Whilst we are committed to providing a quality service, we acknowledge that on occasion things can go wrong. If we do not meet your expectations and you are dissatisfied in some way, then we wish to know.

#### Step 1:

In the first instance, we would encourage you to discuss any problems verbally and informally with your principal contact within the company. If this office is the source of your complaint, staff here should be able to help quickly and answer any questions that you may have. If this does not resolve your concerns, then the formal complaints procedure can be invoked.

### How do I make a formal complaint?

#### Stage 1: Branch Manager

If the verbal and informal approach does not satisfactorily deal with your concerns, we ask that you put the complaint in writing to the Branch Manager responsible for the office that deals with the matter about which you wish to complain. If your complaint is about that person, please write to the Managing Director. We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls.

In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of your complaint:

- Your name, address and any further contact numbers
- Name and office location of the individual that you wish to make a complaint about
- A Clear description of your complaint
- Details of what you wish to be put right

#### Sales Branch Manager:

Adam Penwell  
Brightestmove  
Banwell House  
169 High Street, Worle  
BS22 6JA  
Tel: 01934 518633

Email: adam.worle@brightestmove.co.uk

#### Lettings Branch Manager:

Steve Excell NFOPP  
Brightestmove  
5 Boulevard  
Weston Super Mare  
BS23 1NN  
Tel: 01934 425717

Email: steve.westonsupermare@brightestmove.co.uk

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## **Stage 2: Managing Director**

If your complaint is not satisfactorily resolved by stage one above or if you still have concerns, you can request that the matter be referred to the Managing Director. Your letter will be acknowledged within 3 working days of receipt and you will be advised of the time scale for sending a full reply, which will be within 15 working days. An internal investigation into your complaint will be undertaken and, following completion of the same, you will be provided with a final viewpoint with details of what actions we have taken or will take. It is hoped that this response will resolve the matter to your complete satisfaction.

### **Managing Director:**

Gareth Williams  
Brightestmove  
Banwell House  
169 High Street, Worle  
Weston Super Mare  
BS22 6JA

**Tel No: 01934 518633**

**Email: gareth.worle@brightestmove.co.uk**

## **What can I do if I am still not satisfied?**

If you remain dissatisfied with any aspect of our handling of your complaint, you have the option to take your complaint to the Property Ombudsman within twelve months of the date of the final viewpoint letter. The Property Ombudsman will not investigate any complaint that has not followed the in-house complaints procedure. The Property Ombudsman can be contacted at the following:

### **The Property Ombudsman**

Milford House  
43 -55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

**Tel No: 01722 333306**

**Fax No: 01722 332296**