

Ashtons Complaints Procedure

All complaints must be submitted in writing, clearly outlining the nature of the issue, and addressed to Debbie McGroarty, who will forward it to the appropriate head of department.

The head of department will confirm receipt of the complaint within three working days.

The head of department will conduct a thorough investigation of the complaint and respond to the complainant with a written report of their findings within 14 days of receiving the complaint.

If the complainant remains dissatisfied with the findings, a Director of Ashtons will review the case and provide a further written report to the complainant within two weeks of the initial report.

Should the complainant still feel dissatisfied, Ashtons will issue a final statement outlining our position and, if applicable, make an offer of compensation. At this stage, the complainant will be informed of the process for referring the complaint to the Ombudsman of Estate Agents.