



Terms & Conditions

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Appraisal letters issued by Greetham Gilbert are intended as a guide to marketing only and do not represent a formal valuation.

ZERO TOLERANCE POLICY

At Greetham Gilbert, we maintain a Zero Tolerance Policy towards abuse of our team. We treat our customers and clients with courtesy and respect and expect the same in return.

We believe that all employees of Greetham Gilbert have the right to be protected, and any behavior, whether verbal or physical, that causes staff to feel uncomfortable or threatened, is unacceptable.

To ensure good relations with customers and clients, we ask everyone to be aware of the following behaviours that we consider unacceptable:

- Using inappropriate language, swearing at staff, or engaging in any verbal abuse.
- Physical violence towards any member of staff.
- Making persistent, unrealistic demands that cause undue stress to staff.
- Engaging in racial abuse or sexual harassment.
- Causing damage to buildings or personal belongings.

We reserve the right to refuse service to anyone who breaches these guidelines. This policy applies throughout the company, including any member of staff away from the company premises, in so far as it relates to the business of the company.

COMPLAINTS PROCEDURE

Greetham Gilbert strives to ensure that the process of buying, selling, renting and managing is as smooth as possible. However, in what can be a stressful transaction, occasionally things may not

always go according to plan. With this in mind, we have a rigorous process to ensure any grievances that may arise are resolved as quickly as possible.

At Greetham Gilbert, we take customer satisfaction very seriously, and we will endeavour to resolve any issues swiftly and professionally.

Formally making your complaint with our Operations Director

If you wish to make a formal complaint, please put this in writing to our Operations Director. On receipt of your letter of complaint, the Operations Director (or a colleague if the Operations Director is out of the office for any reason) will acknowledge your letter within three working days. We will then conduct a thorough investigation and respond to you with a formal written outcome within 15 working days from the date of receipt of your complaint.

Please write (by letter or email) outlining the specific details of your complaint to:

Greetham Gilbert
39 Alma Place,
North Shields,
NE29 0LY

Email: hello@greethamgilbert.co.uk

If you remain dissatisfied with this formal written outcome, you can further pursue the complaint, which will be reviewed by another senior staff member not directly involved in the transaction. This further review will be sent to you within 15 working days and will include a written statement of our final view.

Referral to the Property Redress Scheme

We genuinely hope that all concerns can be settled amicably between us. However, if you remain dissatisfied with our final view, you may seek redress through Property Redress Scheme, which provides a free, independent service for dealing with unresolved disputes. Property Redress Scheme will not consider your complaint until you have exhausted our internal procedure. Any referral to Property Redress Scheme must be made within twelve months of the date of our final view statement.

Their details are as follows:

Property Redress Scheme

Premiere House,

1st Floor,

Elstree Way,

Borehamwood,

WD6 1JH.

www.theprs.co.uk

Should you wish to discuss your complaint at any stage of the process, please call 07990542227.

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