



### Complaints Procedure

No organisation likes receiving complaints and ours is no different. However, sometimes complaints are the only way that companies can learn and move on.

In the first instance.....

Report your case in writing to

Anthony Kerrigan  
Kerrigan's Property Ltd  
23 Windsor Road  
Doncaster  
DN2 5BS

*Please be specific:*

1. We will need your name and all your current contact details, including daytime telephone number.
2. Identify what you feel the problem is with the full history, if you have exchanged correspondence with multiple members of our office, please put all the correspondence in chronological order and send it to us, as one file..
3. Don't forget to tell us what outcome you would like that would fully resolve this matter for you.

Kerrigan's, pledge to acknowledge the complaint within 3 days and respond to you within 14 days of receiving your complaint.

If you are unhappy with that response "final viewpoint" (or more than 8 weeks has elapsed since the complaint was first made) you may take the matter further, by complaining to our Governing Body or to the Property Ombudsman. Depending on the issue you may also report the matter to Trading Standards, the Deposit Protection Service or if it is a monetary matter, Doncaster County Court.

You will need to submit your complaint to The Property Ombudsman within 12 months (other organisations might have a different statute of limitations) from the date of our final viewpoint, including any evidence to support your case.

Property Lettings ARLA Propertymark	Property Sales NAEA Propertymark	Sales or Lettings	Deposits
Arbon House 6 Tournament Court Warwick CV34 6LG Tel 01926496800 help@propertymark.co.uk <a href="https://www.propertymark.co.uk/">https://www.propertymark.co.uk/</a>	Arbon House 6 Tournament Court Warwick CV34 6LG Tel 01926496800 help@propertymark.co.uk <a href="https://www.propertymark.co.uk/">https://www.propertymark.co.uk/</a>	The Property Ombudsman Milford House 43-55 Milford Street Wiltshire SP1 2BP Tel 01722 333 306 <a href="mailto:admin@tpos.co.uk">admin@tpos.co.uk</a> <a href="http://www.tpos.co.uk">www.tpos.co.uk</a>	The Deposit Protection Service The Pavilions Bridgwater Rd Bristol BS99 6AA Tel 03303030030 <a href="mailto:contactus@depositprotection.com">contactus@depositprotection.com</a> <a href="https://www.depositprotection.com/">https://www.depositprotection.com/</a>

If a crime or a potential crime has taken place, you should report the matter to the police immediately.

You may take advice from a solicitor, Citizen's Advice Bureau or from any of the above organizations.

Conflict of Interest: Mr. Kerrigan previously served the NAEA at both Local and National Levels (Voluntarily) he was also a Trustee of Doncaster Citizen's Advice Bureau.