

# SEARCHFLOW'S COMPLAINTS POLICY



## We're listening...

While we aim to deliver an excellent service to all our customer, we recognise that from time to time things don't always go according to plan. Sometimes things go wrong.

When this happens, we want to know so we can try to make it up to you as quickly as possible. We also want to prevent it from happening again, by finding out what went wrong and why so we can learn from our mistakes.

### What to do...

If you want to make a complaint, please get in touch. You can contact any member of staff directly to make a complaint. Alternatively, you can get in touch with our Customer Services team as follows:

01732 523900 | [seniorsupport@searchflow.co.uk](mailto:seniorsupport@searchflow.co.uk)

SearchFlow  
42 Kings Hill Avenue  
Kings Hill  
West Malling  
Kent, ME19 4AJ

### What happens next...

We'll try to resolve your complaint as quickly as possible, but if we can't, we will fully investigate everything and aim to resolve it as soon as we can. We will keep you updated with our progress and provide you with the contact details of the Manager responsible for investigating your complaint.

If your complaint can be resolved during that first phone call or face to face meeting, we will log this as an informal complaint and close it with your agreement. However, if we need to investigate your complaint, this will be logged as a Stage One Complaint and passed to a manager from the relevant team to investigate.

They will be in touch within four working hours to confirm receipt and discuss your complaint with you. If we can't resolve this at this point, they will also agree a date with you for a full response to be sent.

Once you have received our response, they will contact you to check if you are happy with our response and close the complaint. Alternatively, if you are still unhappy with our response, your complaint will be escalated to a Senior Manager for review at Stage 2. You will need to let us know what you feel hasn't be adequately addressed, why you are still dissatisfied and what we can do to resolve your complaint before it can be reviewed.

### Are there any exceptions?

Complaints relating to a financial loss potentially leading to a Professional Indemnity Claim are outside of the scope of this policy. As such, they will not be considered as part of our complaints process but will be referred to the DMGT Legal team and the Landmark Compliance team.

### What about a Personal Regulated Search?

If your complaint relates to a Personal Regulated Search and you are not satisfied with our final response, you may be able to refer this to The Property Ombudsmen Scheme for review. We will co-operate fully with the Ombudsman during an investigation and comply with their final decision. You will need to have completed both stages of our complaints process.

The Property Ombudsmen Scheme can be contacted as follows:

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire, SP1 2LX

01722 333 306 | [admin@tpos.co.uk](mailto:admin@tpos.co.uk) | [www.tpos.co.uk](http://www.tpos.co.uk)

### Conveyancing Information Executive (CIE) standards

SearchFlow adheres to the Conveyancing Information Executive (CIE) standards:

- Conveyancing Information Executive Members shall act in a professional and honest manner at all times in line with the Conveyancing Information Executive Standards and carry out the delivery of the Search with integrity and due care and skill
- Compliance with the Conveyancing Information Executive Standards will be a condition within the Conveyancing Information Executive Member's Terms and Conditions
- Conveyancing Information Executive Members will promote the benefits of and deliver the Search to the agreed standards and in the best interests of the customer and other associated parties
- The standards can be seen here:  
<http://www.conveyinfoexec.com>

# SEARCHFLOW'S COMPLAINTS POLICY

