



## **COMPLAINTS PROCEDURE**

## Complaints Procedure

Elan is registered with the Council of Property Search Organisations and the Property Codes Compliance Board as a subscriber to the Search Code TM. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, Website [www.tpos.co.uk](http://www.tpos.co.uk), E-mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

We will co-operate fully with the Ombudsman during an investigation and comply with his decision.

Complaints should be sent to:

### 1. Making a complaint

You can make a complaint in writing, by phone or e-mail:

C/O Operations Director & Code Compliance Officer

Elan

2 Saffron Court

Wombwell

Barnsley

S73 0AP

T: 0113 543 0800

[support@elanconvey.co.uk](mailto:support@elanconvey.co.uk)

All complaints will be investigated by an appropriate employee who will have the authority to settle complaints including offering redress where necessary or will have access to a Director to authorise any redress. At Your request and with Your written authority Elan will liaise with anyone acting formally on Your behalf.

### 2. Acknowledging a complaint (time limits)

Elan will send You written acknowledgment of Your complaint within 5 working days of its receipt, giving the name or job title of the individual handling the. At this point You should liaise with any relevant counselling organisation on Your behalf where appropriate.

Within 20 working days of its receipt You will receive either:

- a final response in writing; or

b) a holding response, explaining why the complaint has not yet been resolved and also an indication of when to expect further contact.

Within 40 working days of receiving the complaint You will receive a final response in writing.

If Your complaint relates to Elan Search Products, and a final written response is not received within the designated time limits Elan will inform You that it may refer the matter to The Property Ombudsman Scheme at Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire SP1 2BP. (Website: [www.tpos.co.uk](http://www.tpos.co.uk); Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)).

If Your complaint relates to CLS' Insurance Products You can make a complaint in writing, by phone or e-mail to:

CLS Property Insight Limited (CLS PI)  
26 Kings Hill Avenue  
West Malling  
Kent  
ME19 4AE  
Tel: 01732 753 910  
Email: [complaints@clspropertyinsight.co.uk](mailto:complaints@clspropertyinsight.co.uk)

If a response is not received in the appropriate time frame You may also refer the matter to The Financial Ombudsman Service (FOS) Exchange Tower, Harbour Exchange Square, London, E14 9SR, Tel. 0800 023 4567 or online at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

### **3. The final response**

Once a final decision has been made by Elan a final written response will be sent to You, and this response will:

- a) offer redress or reject the complaint, and give reasons for doing so.  
Appropriate redress will not always involve financial redress as an apology may suffice in some cases;
- b) inform You that if You are not satisfied with the action taken by ELAN and its final response You can refer Your complaint to the TPO within 12 months of the final viewpoint letter, or the FOS within 6 months of the final viewpoint letter;
- c) indicate that if a reply is not received within 8 weeks of the final response, then the complaint will be regarded as closed.

### **4. Compliance of Complaint Procedures with The Property Ombudsman Scheme**

All complaint records will be retained for a minimum period of 3 years from the date of the receipt of the complaint. Elan will co-operate fully with the Ombudsman during an investigation and comply with the Ombudsman's final decision.