

SHERRY FITZGERALD TALBOT – COMPLAINTS POLICY

Our Complaints Policy

We continually strive to provide the best possible service to our clients. In the event that you have a complaint on any aspect of our service, we commit to:-

- Dealing with your complaint fairly and in a timely manner
- Resolving the issue as quickly as possible with minimum fuss
- Treating you with respect and ensuring that you are dealt with in a courteous, fair and prompt manner

Complaints and Redress Procedures

Step 1: Address your complaint verbally to the Manager of Sherry FitzGerald Talbot

Step 2: If you are unhappy with the outcome of your conversation you should then

put your complaint in writing and address it to the Principal of SherryFitzGerald Talbot.

You can send it by email it to info@sftalbot.ie or post it to the following address:

Sherry FitzGerald Talbot
52 Kenyon Street,
Nenagh,
Co. Tipperary.

Step 3: The Principal of Sherry FitzGerald Talbot will acknowledge receipt of your complaint. If the matter cannot be resolved immediately, the complaint will be actively investigated and a comprehensive response will be sent to you within 15 working days of its receipt.

Step 4: Any subsequent or follow-up enquiries received will continue to be dealt with by the Principal of Sherry FitzGerald Talbot until the complaint is resolved to your full satisfaction. Your complaint may result in disciplinary action for the person in question.

Step 5: In the unlikely event that you remain unhappy with the response received please put your complaint in writing to Operations Director, Sherry FitzGerald Countrywide, and email it to cwcomplaints@sherryfitz.ie or post to the following address:

Sherry FitzGerald Countrywide

164 Shelbourne Road

Ballsbridge

Dublin 4

Step 6: If, after the five steps outlined above, you are dissatisfied with the outcome of all investigations of your complaint, you have a right to refer the complaint to the Property Services Regulatory Authority. A copy of their complaints process can be found on their website: www.psr.ie

Step 7: All correspondence regarding complaints will be retained for a period of 7 years.