

## Complaints Policy and Procedure

Extraman Limited is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, we need you to tell us about it. This will help us to improve our standards.

### Complaints Procedure

If you have a complaint, please contact Gary Waller by phone on 020 7373 3045 or 07970 640182 in the first instance so that we can try to resolve your complaint informally.

At this stage if you are not satisfied, please contact Adrian Gregory, Managing Director. You can write to him at: Extraman Limited, 2 Hogarth Place, London SW5 0QT

#### Next steps:

1. We will send you a letter acknowledging your complaint and asking you to confirm or explain the details set out. We will also let you know the name of the person who will be dealing with your complaint. You can expect to receive our letter within 5 working days of us receiving your complaint.
2. We will record your complaint in our central register within a day of having received it.
3. We will acknowledge your reply to our acknowledgment letter and confirm what will happen next. You can expect to receive our acknowledgement letter within 5 working days of your reply.
4. We will then start to investigate your complaint. This will normally involve the following steps.
  - We may ask the member of staff who dealt with you to reply to your complaint within 5 working days of our request.
  - We will then examine the member of staff's reply and the information you have provided for us. If necessary, we may ask you to speak to them. This will take up to 4 working days from receiving their reply.
5. We will then invite you to meet to discuss and hopefully resolve your complaint. We will do this within 5 days of the end of our investigation.
6. Within 2 days of the meeting will write to you to confirm what took place and any solutions he has agreed with you.

If you do not want a meeting or it is not possible, Adrian Gregory will send you a detailed reply to your complaint. This will include his suggestions for resolving the matter. He will do this within 5 working days of completing his investigation.

7. At this stage, if you are still not satisfied you can write to the REC, our trade association of which we are a member marked for the attention of the Consultancy and Compliance Team, REC, 15 Welbeck Street, London W1G 9XT.

If we must change any of the time scales above, we will let you know and explain why.

**NOTE:** In any event, we will comply with any statutory procedures that may relate to your complaint.

EXTRAMAN POLICY – Complaints Policy and Procedure

**ACCOUNTABILITY, DOCUMENT AND VERSION CONTROL**

This document is effective from:	9/9/2021
This document is approved by:	Kim Trees – Operations Director
For questions or queries about this document, contact:	Kim Trees – Operations Director / Gary Waller – Operations Director

The following table details any updates, changes or developments made to this document:

<b>Version</b>	<b>Details</b>	<b>Date</b>	<b>Approved by</b>
1.	Version 1 – Original policy	9/9/2021	Kim Trees
2.	Version 2 – Policy updates	11/11/2022	Kim Trees