

# Complaint Support & Resolution Policy

*This Complaint Support and Resolution Policy outlines our commitment to ensure all concerns, issues, and complaints are managed promptly, fairly, and respectfully.*

We recognise the importance of listening to feedback and providing clear pathways for individuals to raise concerns without fear of disadvantage or retaliation.

Our goal is to ensure that every complaint is handled with transparency, professionalism, and care. We strive to resolve issues at the earliest opportunity and to use the insights gained from complaints to improve our services, operations, and overall experience for all stakeholders.





## 1. Purpose

This policy outlines how RE/MAX England & Wales manages and handles complaints from clients, tenants, landlords, buyers, sellers, and other stakeholders.

At RE/MAX we want to ensure all our offices across the RE/MAX network are fully supported at all times, in particular when complaints are received or raised against an office or member of their respective teams. It is important all complaints are handled with sensitivity and care to prevent escalation whenever possible.

Our goal is to ensure all complaints are handled **promptly, fairly, and transparently**, while supporting our Franchise broker owners and Property Associates to learn from feedback and improve service quality.

## 2. Scope

This policy applies to all employees, agents, and representatives of RE/MAX England & Wales and all RE/MAX Franchise offices and Associates, including:

- Broker Owners
- Associate Directors
- Sales negotiators and consultants
- Property Associates
- Lettings agents
- Property managers
- Administrative and support staff

It covers all types of complaints, whether received **in person, by phone, email, letter, or social media**.

## 3. Policy Statement

**RE/MAX England & Wales is committed to:**

- Treating all complaints seriously and with respect.
- Resolving issues quickly and fairly.
- Maintaining confidentiality and data protection.
- Learning from complaints to prevent recurrence.
- Supporting Brokers, Associates and staff through training, guidance, and feedback.



## 4. Definition of a Complaint

A complaint is **any expression of dissatisfaction**, whether justified or not, from a client or stakeholder regarding:

- The service provided (e.g., communication delays, missed appointments)
- Professional conduct of an agent
- Property management or maintenance issues
- Fees, charges, or terms of business
- Breaches of legal or professional standards

## 5. Roles and Responsibilities

### RE/MAX Regional Head Office

- Communicates the complaints and resolution policy with RE/MAX offices
- Support for unresolved or escalated complaints
- Monitors compliance with procedures set out in the policy

### Office Managing Director / Broker Owner / Principal Agent

- Oversees implementation of this policy
- Reviews unresolved or escalated complaints
- Ensures compliance with legal and professional obligations (e.g., The Property Ombudsman, PRS, ARLA, NAEA)

### Office / Branch Manager

- First point of escalation for unresolved complaints
- Ensures staff follow the complaints procedure
- Reports complaint trends to senior management

### All Staff

- Handle complaints professionally and empathetically
- Record all complaints in the office 'Complaint Log'
- Seek early resolution wherever possible



## 6. Complaint Handling Procedure

### Step 1: Acknowledge the Complaint

- Acknowledge receipt **within 3 working days**.
- Log the complaint in the **Complaint Register** (including date, nature, complainant details, and responsible staff).
- Provide the complainant with a copy of this policy.

### Step 2: Investigate the Complaint

- The relevant manager investigates **within 10 working days**.
- Gather facts, speak to staff involved, and review correspondence or records.
- Maintain confidentiality and impartiality.

### Step 3: Respond to the Complainant

- Provide a **written response within 15 working days** of acknowledgment.
- The response should include:
  1. Summary of the complaint
  2. Steps taken during the investigation
  3. Outcome and explanation
  4. Any proposed resolution or compensation (if applicable)
  5. Next steps if the complainant is unsatisfied

### Step 4: Escalation

If the complainant remains unsatisfied:

- The issue is escalated to the **Managing Director or Senior Partner** for review.
- A final written response is issued **within 10 working days** of escalation.

If the matter remains unresolved, clients may refer it to:

- The Property Ombudsman (TPO) or
- Property Redress Scheme (PRS) (depending on the agency's membership).

RE/MAX Office must provide details of the relevant redress scheme in the final response.



## 7. Support for RE/MAX Brokers, Property Associates and RE/MAX Staff

- **Training:** All staff receive regular training on complaint handling, customer service, and communication.
- **Guidance:** Managers provide coaching to agents and associates on how to manage difficult conversations.
- **Wellbeing:** Staff experiencing stress or conflict as a result of a complaint will have access to support or mediation.
- **Learning:** Each complaint is reviewed for service improvement opportunities.

## 8. Record Keeping

- Maintain a Complaint Log or Register (electronic or manual) for all complaints, including actions taken and outcomes.
- Keep records for at least six years in line with regulatory requirements.
- Review the register quarterly to identify trends and areas for improvement.

## 9. Monitoring and Continuous Improvement

- Quarterly complaint reports are reviewed by management.
- Lessons learned are shared during staff meetings.
- Processes and training are updated to address recurring issues.

## 10. Communication of Policy

This policy will be:

- Available on the company website and in branch offices.
- Shared with all new employees during induction.
- Reviewed annually to ensure it remains current and effective.
- This document is available to download on the MYRE/MAX Portal.



## 11. Contact Details for Escalation

**Step 1.** Handled at local branch level:

**RE/MAX Branch Office – Broker Owner**

**Step 2.** If not resolved by Branch office or Broker Owner:

**RE/MAX England & Wales Regional Head Office**

**Complaints Officer:** Marcus Clarke

**Email:** [complaints@remax.co.uk](mailto:complaints@remax.co.uk)

**Phone:** 0330 053 6919



**RE/MAX**  
England & Wales

**Step 3.** If unresolved:

**The Property Ombudsman (TPO)**

**Website:** [www.tpos.co.uk](http://www.tpos.co.uk)

**Email:** [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**Tel:** 01722 333 306



**The Property  
Ombudsman**

*If you have any questions or queries regarding this pack then please contact  
RE/MAX England & Wales Head Office on: **[support@remax.co.uk](mailto:support@remax.co.uk)***