



Complaints Handling Policy

1. Purpose of this Policy

GT Sales Progression is committed to delivering a professional, reliable and transparent service. This policy outlines how complaints are handled fairly, promptly and consistently. The purpose of this policy is to:

- Ensure complaints are taken seriously
- Provide a clear process for resolution
- Maintain professional relationships with instructing agents

2. Who This Policy Applies To

This policy applies to:

- Instructing estate agents
- Professional parties involved in a transaction

GT Sales Progression does not deal directly with consumers in a regulatory capacity; however, any concerns raised about the service provided will be addressed in line with this policy.

3. What Constitutes a Complaint

A complaint is defined as:

Any expression of dissatisfaction regarding the service provided by GT Sales Progression, whether justified or not, that requires a response or resolution.

This may include concerns relating to:

- Communication
- Progression updates
- Service delivery
- Professional conduct

4. How to Raise a Complaint

Complaints should be raised in writing and addressed to:
GT Sales Progression
For the attention of: Gemma Thackeray

Complaints should include:

- The nature of the complaint

- Relevant file or property details
- Any supporting information

5. Acknowledgement of Complaints

- All complaints will be acknowledged within 3 working days of receipt
- The complaint will be logged and reviewed promptly

6. Investigation & Response

GT Sales Progression will:

- Review the complaint fairly and objectively
- Consider all relevant information
- Respond in writing within 10 working days, where reasonably practicable

If additional time is required, the complainant will be informed.

7. Resolution

Where appropriate, GT Sales Progression will:

- Explain findings clearly
- Identify any remedial action
- Confirm any agreed next steps

The aim is always to resolve complaints professionally and proportionately.

8. Escalation

As a sole trader, complaints are reviewed and resolved directly by the Policy Owner.

If a complaint cannot be resolved to the satisfaction of the complainant, GT Sales Progression will confirm its final position in writing.

9. Record Keeping

Records of complaints, outcomes and correspondence are retained:

- Securely
- In line with data protection obligations
- For insurance and audit purposes only

10. Relationship with Other Policies

This policy operates alongside:

- Terms & Conditions & Service Level Agreement
- Data Protection & GDPR Policy
- Confidentiality Policy

11. Policy Review

This policy is reviewed periodically to ensure it remains appropriate, proportionate and aligned with best practice.