



Mrs Karen Burke | Telephone: 01793 532317

SATISFACTION GUARANTEE

Our commitment to exceptional customer service

At A2B Assured Move, we believe in providing a first-class service, with customer care that is second to none. Our membership of the Ombudsman for Estate Agents Scheme underlines our commitment to providing the highest standards of service to all our clients. However, if you feel that we have failed to provide you with the exceptional level of service we promise, we operate a clear redress procedure to ensure that your interests are fully safeguarded.

If you have a concern

If you believe we have not met the standards you expect from us, please raise your concern with Mrs Karen Burke in the first instance. We will listen to your concerns, investigate the matter thoroughly and work to resolve it as quickly and fairly as possible.

Making a formal complaint

If you wish to make your complaint in writing, or if you are not satisfied with the verbal response from Mrs Karen Burke, please formally write to A2B Assured Move Ltd at:

A2B Assured Move Ltd

Basepoint Business Park
Rivermead Drive
Swindon
SN5 7EX

Whichever way you choose to contact A2B Assured Move, your complaint will be acknowledged immediately and investigated thoroughly in accordance with our established in-house procedures. A written reply will be sent to you within 14 working days of receipt of your letter.

If you remain dissatisfied

If you are not satisfied with the outcome of our investigation, you are entitled to have the matter referred to the Ombudsman for Estate Agents. Information on how to contact the Ombudsman will be provided by A2B Assured Move. You are also entitled to refer your complaint to the Ombudsman should we fail to deal with the matter expeditiously, or within three months from the date of your written notification to us.

Our promise to you

We are committed to treating every client fairly, listening to concerns and doing everything we can to provide the high standard of service you expect from A2B Assured Move.