

John Pye & Sons Limited – Queries and Complaints Handling Policy

At John Pye Auctions, we endeavour to provide the highest levels of service. We do however recognise that on occasions things do not go according to plan. We operate an in-house policy for queries and complaints so that our customers may inform us of any issues that they have experienced when using our services.

This Policy is separated into two sections depending on the type of complaint you are making:

- (1) General Queries and Complaints; and
- (2) Data Protection Complaints.

We ask that you follow the process set out below in this Queries and Complaints Handling Policy (**Policy**) and provide us with the opportunity to address those queries and issues.

Our General Queries and Complaints Procedure

Last updated: 10 July 2026

1. If you are making a general query or complaint, please contact our customer service team in the first instance so that, where possible, we can address any issues that have arisen. You can contact us by email, phone, or by using our online form on the website using the details below:

Email address: customerservice@johnpye.co.uk

Phone number: 0115 970 6060

Website: <https://www.johnpye.co.uk/customer-service/>

2. If we cannot resolve the query or issue and you wish to make a complaint, our preferred method of contact is via the link <https://www.johnpye.co.uk/enquiry-form/>. If you experience difficulties with completing the form, please let us know so that we can assist.

Please note, where your complaint is initially made orally, we will request that you send a written summary of your complaint via <https://www.johnpye.co.uk/enquiry-form/> and provide any other comments and/or relevant documentation that you have to support the complaint. We will aim to acknowledge your written complaint within 48 hours of receiving it.

Please also note that, other than in exceptional circumstances, each step of this policy will be followed in order.

3. Subject to availability of staff and you having provided us with full details and, where relevant, evidence of your complaint in writing, a customer service agent at the site you purchased from will respond to you in writing within 3 Working Days. If a longer period of time is required to consider your complaint you will be notified in writing with a revised timescale for us to provide you with a response.
4. For the purposes of this Policy, a "Working Day" shall be any day other than a Saturday or Sunday or a public or bank holiday in England.
5. If you are not content with the resolution proposed by the customer service agent, you should confirm this to them so that they can refer to your complaint to a more senior member of staff at their site.
6. Within 7 Working Days of receipt of your complaint, the senior member of staff will write to you to inform you of the outcome of the investigation into your complaint and to let you know what (if any) actions have been or will be taken. If a longer period is required to consider your complaint you will be notified in writing with a revised timescale for us to provide you with a response.

7. If you are still dissatisfied with any aspect of our handling of your complaint, you should advise the senior staff members who have investigated your complaint, and they will refer it to our head office complaints handler. Alternatively, you can write to our head office complaints team, or email them directly using the contact methods below:

Address: John Pye & Sons Limited, James Shipstone House, Radford Road, Nottingham, NG7 7EA

Email address: headoffice@johnpye.com

The complaints handler at head office will conduct a separate review of your complaint and contact you within 15 Working Days of receipt of your e-mail/letter, to inform you of the conclusion of their review.

8. If the complaint has not been resolved to your satisfaction, then it may be referred to The Property Ombudsman Service who can be contacted via:

Phone number: 01722 333306

Website: <https://www.tpos.co.uk/>

Our Data Protection Complaints Procedure

Last updated: 10 July 2026

1. Our approach to handling your data protection complaint

We are committed to processing personal data in line with our data protection obligations and based on the UK GDPR principles, including:

- processing personal data lawfully, fairly and in a transparent way;
- collecting personal data for specific and legitimate purposes and not processing personal data in a way that is incompatible with those purposes;
- collecting and using adequate, relevant and minimal personal data;
- taking reasonable steps to make sure personal data is accurate and kept up to date;
- not keeping personal data longer than necessary; and
- implementing appropriate security measures to protect personal data.

There may be times when we don't get it right, and, if so, we want you to let us know. We take data protection complaints very seriously and aim to learn from them to improve our standards of service and data protection controls.

2. How to make a data protection complaint

If you need to make a data protection complaint, you can contact us by email, phone, or by using our online form on the website using the details below:

Email address: privacy@johnpye.com

Phone number: 0115 970 6060

Website: [Click Here](#)

Postal address: John Pye & Sons, James Shipstone House, Radford Road, Nottingham, NG7 7EA

3. What happens next?

We will acknowledge your complaint within 30 days of receiving it.

We may ask for information to check your identity, and if someone is making a complaint on your behalf, we will also need to check that the person making the complaint is allowed to do so. If we

are unable to identify you or verify the authority of the person making the complaint, we may not be able to deal with it.

4. **Considering and investigating your complaint**

We will consider your complaint without undue delay and keep you or your authorised representative updated at appropriate intervals on the progress of our investigation. The usual steps in the process are:

- reviewing your complaint;
- locating and reviewing relevant information we hold relating to the complaint;
- establishing the relevant facts;
- consulting staff involved in handling your personal data;
- considering compliance with our policies and procedures; and
- taking steps to resolve the complaint and improve future compliance.

We may need to ask you for further information or documents. If so, we will ask you to provide the information within a specific period of time, so that we can respond to your complaint within a reasonable time frame.

5. **Notifying you of the outcome of our investigation**

We will let you or your authorised representative know the outcome of the complaint without undue delay. We will explain clearly what we have done to deal with your complaint and, where appropriate, any action we have taken as a result.

6. **If we cannot resolve your complaint**

We hope that we will be able to resolve your complaint to your satisfaction, but, if you are unhappy with the outcome, you can complain to the Information Commissioner's Office (**ICO**) or you can take action in the courts. You can contact the ICO via:

Address: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
Phone number: 0303 123 1113

More details on how to complain to the ICO are available on the ICO's website. You should usually submit your complaint to the ICO within three months of your last contact with us.

7. **Data protection rights and non-data protection related complaints**

Please note if you are looking to exercise one of your other rights under the UK GDPR please see our privacy notice, which can be found here [Privacy Policy – John Pye Auctions](#).

If your complaint does not relate to data protection, please see Our General Queries and Complaints Procedure at the start of this Policy.