



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within three months, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter). Written communication may include letter, email, text and other methods.

What will happen next?

1. We will send you written communication acknowledging receipt of your complaint within 5 working days of receiving it and may attach a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by the company Director who will review your file and if applicable speak to the member of staff who dealt with you. A written outcome of our investigation will be sent to you within one month of sending the acknowledgement.
3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a further review to take place.
4. We will write to you within one month of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk
Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.