

IN-HOUSE COMPLAINTS PROCEDURE



We are committed to providing a professional service to all our clients. To enable us to respond to your complaint quickly and efficiently we need to know as soon as possible.

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 still feel your complaint hasn't been handled to your satisfaction then you can apply to The Property Ombudsman Ltd, address if below.

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

- We will write to you within 15 working days 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

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, 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.

