



IN-HOUSE COMPLAINTS PROCEDURE GUIDELINES

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

Below is a guideline on our timeframes and procedures:-

1. Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to: Branch Manager. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

2. We will send acknowledgement of your complaint within 3 working days.
3. The Branch Manager we will review your complaint internally and liaise directly with the staff member involved and send out a formal written response of our findings within 15 working days of our acknowledgement letter.
4. If you remain dissatisfied with the response received you will need to notify us in writing either by letter or email to the Proprietor who will undertake his own review of the situation.
5. We will ensure you receive a written letter declaring our final stance on the matter together with any proposals where appropriate within 15 working days of receiving your request for further investigation.

6. In the eventuality you remain dissatisfied with the reply you will be entitled to contact The Property Ombudsman to undertake an independent review. There details are:-

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP (01722 333306) or email: admin@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.