

### 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 have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint **within 3 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**
- 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 the managing director, Anya Mathewson
- 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 are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you can take the matter up with **The Property Ombudsman** without charge. They can be contacted at

**The Property Ombudsman Ltd**  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Please note you will need to submit your complaint to The Property Ombudsman within 6 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.

