

MY COMPLAINTS PROCEDURE

I am committed to providing a professional service to all my clients and customers. When something goes wrong, I need you to tell me about it. This will help to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. I will then respond in line with the timeframes set out below (if you feel I have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without my final viewpoint on the matter).

What will happen next?

- I will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- I will then investigate your complaint. This will normally be dealt with me. A formal written outcome of my 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 me again and I will arrange for a separate review to take place by another person.
- I will write to you within 15 working days of receiving your request for a review, confirming my 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) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306
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Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving my final viewpoint letter, including any evidence to support your case.

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