

# Complaints Procedure

We aim at all times to provide the highest standards of service to our clients and customers. When, on occasion, something goes wrong, we need you to tell us about it so that we can look into what has happened and take steps to put it right for you.

If you have a complaint, please write to us, including as much detail as possible and any relevant documents. This is to ensure that your complaint is properly understood and investigated by us. Please send your complaint to the Manager of the Branch with which you have been dealing.

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

## What happens next?

- We will write to acknowledge receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will investigate your complaint. This will generally be undertaken by the Branch Manager, who will review relevant paperwork and speak to those staff members who dealt with you. We will let you know if we need any further information from you. Once our investigation is complete, and in any event within 15 working days of receiving your complaint, we will write to you with our findings and any proposals for putting things right. If, exceptionally, it is not possible to keep to this timescale (for example, where it has been necessary to seek further information from you), we will contact you to explain this.
- If, at this stage, you are still not satisfied, you should write to us again, explaining why you disagree with our findings. We will then arrange for a separate review 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 following, it is open to you to refer your complaint to The Property Ombudsman to request an independent review:

### The Property Ombudsman

33 The Clarendon Centre  
Salisbury Business Park  
Dairy Meadow Lane  
Salisbury  
Wiltshire  
SP1 2TJ

[www.tpos.co.uk](http://www.tpos.co.uk)

**01722 333306**

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 be addressed through this in-house complaints procedure, before being submitted for independent review.

