

In-House Complaints Procedure

Although we will always strive to offer you the highest level of service, we recognise that sometimes you may not be satisfied with the service we deliver for you. In the first instance, we would encourage you to discuss problems verbally and informally with your principle contact within the Company. If this does not resolve your concerns, then the Company's formal procedure can be invoked.

How do I make a formal complaint?

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 feel we 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 our final viewpoint on the matter).

We advise you to keep copies of all correspondence sent to us and notes of any conversations or telephone calls. In order that we can help resolve your concern as quickly and efficiently as possible, we ask you to provide the following information in the letter of your complaint:

- Your name, address and a daytime telephone number on which you can be contacted.
- The name of the individual within the Company with whom you have been dealing.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish to be put right.

What will happen next?

- 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.

What can I do if I am still not satisfied?

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

Please note the following:

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.