

Complaints Procedure

We are committed to delivering a professional and high-quality service to all of our clients and customers. However, if something does go wrong, we encourage you to let us know. This enables us to address the issue and continually improve our standards.

If you wish to make a complaint, please submit it in writing, providing as much detail as possible. We will handle your complaint in accordance with the timeframes outlined below. If you believe we have not adequately addressed your complaint within eight weeks, you may be entitled to refer the matter to The Property Ombudsman without waiting for our final response.

What happens next?

- We will acknowledge receipt of your complaint in writing within **three working days**, and will include a copy of this complaints procedure for your reference.
- Your complaint will then be investigated, usually by the office manager. This will involve reviewing your file and discussing the matter with the member of staff involved. We will provide you with a formal written response outlining the outcome of our investigation within **15 working days** of our acknowledgement.
- If you remain dissatisfied at this stage, you may contact us again to request a further review. This will be carried out by a senior member of staff who has not been directly involved in the matter.
- Following the review, we will write to you within **15 working days**, setting out our final viewpoint on your complaint.

If you are still not satisfied after completing our internal complaints procedure, or if more than eight weeks have passed since you first raised your complaint, you may refer the matter to The Property Ombudsman for an independent review, free of charge.

The Property Ombudsman

Milford House
43–55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please note:

- You must refer your complaint to The Property Ombudsman within **12 months** of receiving our final viewpoint letter and provide any supporting evidence.
- The Property Ombudsman will only consider complaints once they have been fully addressed through our internal complaints procedure.