



COMPANY COMPLAINTS PROCEDURE

We are committed to providing a professional and high-quality service to all our clients and customers. However, when something goes wrong, we need you to tell us about it. Your feedback enables us to address any concerns and continually improve the standards of service we provide.

If you wish to make a complaint, please put your complaint **in writing**, providing as much detail as possible. We will acknowledge and deal with your complaint in accordance with the procedure and timescales set out below.

What will happen next?

- **Acknowledgement:** We will acknowledge receipt of your complaint within **three working days** and provide you with a copy of this complaint's procedure.
- **Investigation:** Your complaint will then be fully investigated. This will normally be dealt with by the **Branch Manager or a Director**, who will review your file and speak with the member of staff involved.
- **Formal response:** We will provide you with a formal written outcome of our investigation within **21 working days** of sending our acknowledgement.
- **Further review:** If you remain dissatisfied with our response, please contact us and we will arrange for your complaint to be reviewed by a **senior member of staff who was not involved in the original investigation**.
- **Final viewpoint:** We will provide you with our final written viewpoint within **15 working days** of receiving your request for a further review.

If we have not resolved your complaint within **eight weeks**, or if you remain dissatisfied with our final viewpoint, you may be entitled to refer your complaint to **The Property Ombudsman** for an independent review.

The Property Ombudsman

If you remain dissatisfied following completion of our internal complaints procedure, you can contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd

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

Telephone: 01722 333 306

Website: www.tpos.co.uk

Important Information

You must submit your complaint to **The Property Ombudsman within 12 months of receiving our final viewpoint letter**, including any supporting evidence relevant to your complaint.

The Property Ombudsman requires that all complaints are first addressed through our **in-house complaints procedure** before they are submitted for independent review.

We are committed to dealing with all complaints fairly, promptly and professionally and to using feedback to continually improve the service we provide.