

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, stating the full property address that your complaint relates to (if applicable) and including as much detail as possible, including your e-mail address and telephone number(s) so that we may contact you regarding your complaint. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to The Property Ombudsman (hereinafter referred to as "TPO") to consider without our final viewpoint on the matter).

What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within 3 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 receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will then arrange for a separate review to take place by a Director.
- We will then subsequently write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from TPO without charge, via their direct contact details:

The Property Ombudsman
Milford House, 43-55 Milford Street,
Salisbury, Wiltshire, SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

1. You will need to submit your complaint to TPO within 12 months from the date of our final viewpoint, including any evidence to support your case. TPO requires that all complaints are addressed through this in-house complaints procedure in the first instance, before being submitted to TPO for an independent review.
2. The phases/words "in writing", "write" and "written" contained in this document includes the use of electronic mail (e-mail) and this is how we normally communicate with clients and customers.