

# COMPLAINTS PROCEDURE



## INTRODUCTION

We are committed to providing a PERSONAL and PROFESSIONAL service to all clients and customers. As per our Terms of Business we subscribe to the Codes of Practice for both Sales and Lettings published by THE PROPERTY OMBUDSMAN (TPO) copies of which are published on our website.

## IF SOMETHING GOES WRONG?

We want and need you to tell us all about it. This enables us to improve our standards. If you have a complaint, then please make it IN WRITING, This should include as much detail as you are able to provide. We will then respond to you as set out below (if you feel we have not sought to address your complaint within eight weeks, you should refer your complaint to the Property Ombudsman to consider (without our final viewpoint on the matter).

## 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 be dealt with by the BUSINESS OWNER Tim Bennett who will review your file. 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 revisit the points raised and any new information you have provided.
- We will write to you again within 15 working days of receiving your request for a further review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



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## PLEASE NOTE

*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 complaint's procedure, before being submitted for an independent review.*