



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.

If you have a complaint, please put it in writing, including as much detail as possible.

What will happen next?

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.

If at this stage you are still not satisfied, you should contact us again and we will update you of any developments and carry out any further investigation that may be required.

We will write to you within 15 working days of receiving your request for a further review and confirming our final viewpoint on the matter.

If you remain dissatisfied, you can contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd

**Unit 159756
PO Box 716
Poole
BH15 9EL**

01722 333 306

admin@tpos.co.uk

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 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.

