

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to every one of our clients and customers. If something goes wrong, we need you to tell us about it, in order to help us improve our standards.

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

We will respond in-line with the timeframes set out below (however, if you feel we have not sought to address your complaint within eight weeks, you may refer your complaint to the Property Ombudsman for consideration 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 receipt, enclosing a copy of this procedure.
- We will investigate your complaint. This will be dealt with by a member of the senior management team 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 the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to be undertaken by the Managing Partner/Director.
- We will write to you within 15 working days of receipt of your request for a 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.

The Property Ombudsman

Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP
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Please note the following:

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 complaints procedure prior to submission for an independent review.

