

## Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

## Making a complaint – What will happen next?

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, please put your complaint in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

- 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 normally be dealt with by the office manager who will review your file and speak with 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 sending the acknowledgment letter.
- If at this stage you are not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

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

**The property Ombudsman Ltd.**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**  
**01722333306**  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within twelve months of the date of the final viewpoint. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.