

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1. Any written complaints received will be acknowledged within 3 working days and a proper investigation will be promptly undertaken.

Stage 2. A formal written outcome of our investigation will be sent to you within 15 working days of your original complaint. The investigation will be carried out by a senior member of staff who has not been directly involved in the transaction and will address your specific complaints and proposing resolutions where appropriate.

Stage 3. If you remain dissatisfied following our initial investigation, you will be asked to provide your comments in writing and a further response will be provided within a further working 15 days. This will outline our final viewpoint on the matter.

Stage 4. If our final viewpoint letter does not resolve matters (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

SP1 2BP

01722 333306

www.tpos.co.uk admin@tpos.co.uk

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter