



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 resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. Please include as much detail as possible, including dates, names of any members of staff you dealt with and enclose/attach any supporting evidence. We will acknowledge receipt and respond in line with the timescales and stages set out below.

All written complaints will be acknowledged in writing within 3 working days and we will start our in-house complaints process.

Your complaint will be investigated and we will provide a formal written response setting out the outcome of our investigation within 15 working days of receipt of the original complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, you will be kept fully informed and an explanation provided.

If you remain unhappy, your subsequent complaint will be investigated and we will provide a written response outlining our final view and proposing resolutions where appropriate within 15 working days of receiving your subsequent complaint.

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman
Unit 159756, PO Box 7169
Poole
BH15 9EL
01722 333306
www.tpos.co.uk

Any such referral by the Complainant must be made within 12 months of the date of our final viewpoint letter.