

## **IN-HOUSE COMPLAINTS PROCEDURE**

**COVID-19 Notice** - Please be advised that whilst we are taking steps to mitigate the impact of the changing situation and do not expect there to be an impact on our service overall, we recognise that timescales may need to be extended. As such, if we are unable to respond within the timescales below, we will contact you to let you know.

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. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it.
- We will then investigate your complaint. Initially, this will be dealt with at branch level where staff involved with the file may be asked to provide supporting information relating to your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending 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 take place by a more 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 at the address below. Our membership number with The Property Ombudsman is D13354.

The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire, SP1 2BP  
Tel: 01722 333 306 / [www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve 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, before being submitted for an independent review.