



## Company Complaints Procedure

We are very sorry that you have found cause to complain, this document outlines our Company Complaints Procedure and informs you of how we will deal with your case.

### Acknowledgement

We will acknowledge your complaint within 3 working days\*, pending an official investigation.

### Initial Response

A formal written outcome of the investigation will be sent to you within 15 working days\* of receipt of the original complaint.

### Who will deal with my complaint?

We are a small team but feel that offering impartiality is important, the initial investigation will be dealt with by the Director least involved in the matter, the Case Review will be dealt with by the other.

### Case Review

Should you remain dissatisfied with the outcome, you will be able to request we review the case, our response will be sent to you within a further 15 working days\*.

### Final Viewpoint and Escalation to The Property Ombudsmen

Upon receiving our final viewpoint, should you feel that the grievance remains unresolved, you will be able to contact The Property Ombudsmen.

The Property Ombudsmen is an independent body with a strict Code of Practice that we are bound to abide by.

**The Property Ombudsman Ltd**  
**Milford House**  
**43-45 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

**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 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, before being submitted for an independent review.**