



INTERNAL COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. Therefore, if something goes wrong, we need you to tell us about it as this will help improve our standards.

We will, where appropriate, make reasonable adjustments for those who might be disadvantaged due to factors such as age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please deal with it as follows: including as much detail as possible. We will then respond as follows:

- In the first instance, put your complaint in writing, including as much detail as possible, to John Martin who will acknowledge your complaint in writing within three (3) working days, confirming this procedure;
- Your complaint will be investigated and John Martin will write to you in response to your complaint within fifteen (15) working days of receipt of your complaint (save in exceptional circumstances which will be notified to you when your complaint is first acknowledged).
- In the event that you are dissatisfied with the response from John Martin, you may direct any specific issue which is still of concern to you, in writing, to Rhian Aubrey-Martin who will conduct a fresh investigation into the specific matters and write to you within fifteen (15) working days (save where exceptional circumstances apply which will be notified to you on receipt of your letter) to give you our final viewpoint.
- In the event that you remain dissatisfied with the response (or you have not received a response within eight (8) weeks of your original complaint), you may request an independent review from The Property Ombudsman (TPO) without charge within twelve (12) months of the final response from us.

The contact details are:

The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
01722 333 306 admin@tpos.co.uk www.tpos.co.uk

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RESIDENTIAL SALES • LETTINGS • PROPERTY MANAGEMENT

Partners: John J Martin MNAEA MARLA Rhian Aubrey-Martin LL.B

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