

# Complaints

## ○ Process and procedure

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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. We will acknowledge receipt within 3 working days and following investigation, will provide a formal written response within 15 days of receipt of the original complaint.

We will address your specific complaint and propose resolutions where appropriate.

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

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

**The Property Ombudsman**

**Milford House, 43-55 Milford Street, Salisbury SP1 2BP**

**01722 333306 | [www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.