

# Complaints Procedure

## Lettings Complaint Procedure

1. Please raise your complaint with the property manager or sales advisor that is handling your case.
2. If the sales advisor / property manager cannot resolve the issue for you then please put your complaint in writing addressed to the Lettings Manager for that particular branch.
3. We will acknowledge to your complaint in writing within 5 working days. We will also start a full investigation.
4. In line with The Property Ombudsman guidelines a full written outcome will be sent to you within 15 working days.
5. If you are not satisfied with the full written outcome response from the Branch Manager you can write to the Lettings Director. They will then respond to you with a statement of the final view of the matter within 15 working days of receipt.
6. If you are still not satisfied with the outcome, you can raise your complaint with the:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire SP1 2BP 7.

When you have raised a complaint with The Property Ombudsman they will write to us as agents requesting our Property File and our version of the events. A case officer will then undertake a formal review of your complaint largely based on the documents from both sides.

## Sales Complaint Procedure

1. Please raise your complaint with the sales advisor that is handling your case.
2. If the sales advisor cannot resolve the issue for you then please put your complaint in writing addressed to the Branch Manager for that particular branch.
3. We will acknowledge your complaint in writing within 5 working days. We will also start a full investigation.
4. In line with The Property Ombudsman guidelines a full written outcome will be sent to you within 15 working days.
5. If you are not satisfied with the full written outcome response from the Branch Manager you can write to the Managing Director. They will then respond to you with a statement of the final view of the matter within 15 working days of receipt.
6. If you are still not satisfied with the outcome, you can raise your complaint with the:

The Property Ombudsman Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

7. When you have raised a complaint with The Property Ombudsman they will write to us as agents requesting our Property File and our version of the events. A case officer will then undertake a formal review of your complaint largely based on the documents from both sides.