



CLIENT COMPLAINT'S PROCEDURE

(In accordance with guidance provided by The Property Ombudsman)

FOR ESTATE AGENCY AND PROPERTY LETTINGS

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 to the relevant Branch/Department Manager. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will acknowledge receipt of your complaint in writing within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office branch manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter/email.
- If, at this stage, you are unable to conclude your complaint with the local branch/department manager and are still not satisfied, you should contact us again and we will arrange for a further review to take place by a senior member of staff. In this instance, please write to Mr Kevin Scrups at Pygott & Crone, 19 Southgate, Sleaford, NG34 7SU.
- We will respond in writing 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:

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
www.tpos.co.uk

For Corporate Clients please contact:

Centre for Effective Dispute Resolution (CEDR)
70 Fleet Street, London, EC4Y 1EU

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 complaint's procedure, before being submitted for an independent review.
