



COMPLAINTS PROCEDURE

All complaints must be put in writing either by email or recorded delivery letter.

In the first instance please write to the manager/director in charge of the relevant branch that your complaint is regarding.

We will respond in writing within 14 days but as soon as possible in all instances.

Should you not be satisfied with the response you can either reply within 14 days or request in writing that the complaint is past to an alternative manager/director for their consideration.

Once we have received this we will give a final viewpoint once again within 14 days.

Should you still not be satisfied then you should contact the property ombudsman in one of the following ways:

Email: admin@tpos.co.uk

Telephone: 01722 333306

Post: The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury. SP1 2BP

We will of course try to resolve all matters as quickly as possible and satisfactorily. You are more than welcome to request a meeting with a manager/director to discuss the situation prior to making a written complaint if you would prefer.

07973 407893