

COMPLAINTS HANDLING PROCEDURE

Our Complaints Policy

We are committed to providing a high-quality service to all our clients. 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 contact us with the details.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to our client care officer, Gurpreet Birdi, who will review your matter file and speak to the member of staff who is dealing with your matter.
3. Gurpreet Birdi will then invite you to a meeting to discuss and hopefully resolve your complaint. He will normally do this within 14 days of sending you the acknowledgement letter.
4. Within three days of the meeting, Gurpreet Birdi will write to you to confirm what took place and any solutions he has agreed with you.
5. If you do not want a meeting or it is not possible, Gurpreet Birdi will send you a detailed written reply to your complaint, including his suggestions for resolving the matter, within 18 days of sending you the acknowledgement letter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another Director, Andrew Greenwood, to review the decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If you are still not satisfied, you can contact The Property Ombudsman about your complaint at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP (Tel: 01722 333 306; Website: www.tpos.co.uk).

Any complaint to The Property Ombudsman must be made within 12 months of the date of our final written response on your complaint. For further information, you should contact The Property Ombudsman or consult their website.

If we have to change any of the timescales above, we will let you know and explain why.