

IN-HOUSE COMPLAINTS PROCEDURE

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 help us resolve your complaint as quickly and efficiently as possible, we will need the following information:

- Your name and address;
- The name of the representative that you have dealt with;
- The property address the complaint relates to;
- A daytime telephone number where we can contact you;
- A description of your complaint;
- Details of what you would like to be put right.

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints 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 within three 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 officer manager who will review your file and speak to the member of staff who dealt with you. A written outcome via email of our investigation will be sent to you within 15 working days of sending the acknowledgement.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a Director.
- We will write 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



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Property Solutions

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 complaints' procedure, before being submitted for an independent review.