

Complaints Procedure

Initial complaint – Manager

Any complaints must initially be directed to the branch manager you have been dealing with in writing. The manager will liaise with you quickly and try to resolve your complaint immediately and will respond no later than 3 working days from first notification and send a final written notification to your complaint within 15 working days of receipt of the complaint.

Next stage – Area Director / Director

Should you not be satisfied with the branch Manager's resolution, your complaint can be referred to the Area Director / Director who will respond within 15 working days from receipt.

Next stage – The Property Ombudsman

If you are still not satisfied with the internal resolution to your complaint, which includes receiving a final letter from the area director / director, you may contact the Property Ombudsman.

Telephone Number: 01722 333306

Address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Please note the following:

1. Your complaint to the Property Ombudsman must be within 6 months of the date of our Final letter.
2. The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final letter.

