



Burns Property Management  
Hawthorn House  
1 Lowther Gardens  
Bournemouth  
BH8 8NF  
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[www.burnspropertymanagement.com](http://www.burnspropertymanagement.com)

## **COMPLAINTS PROCEDURE**

We realise that things can go wrong and there may be occasions when you feel that we have not provided the service that you would expect. When this happens, we want to hear about it so that we can try to put things right.

If you have a complaint we would ask that you put your concerns in writing to Caroline Kelleway at Hawthorn House, 1 Lowther Gardens, Bournemouth, BH8 BNF. We will acknowledge your correspondence within 3 working days.

We will then carry out an internal investigation and let you know what actions we have taken or will take concerning your complaint within 15 working days. If necessary we will arrange to meet with you during this period.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then you have the right to take the matter up with The Property Ombudsman without charge.

### **The Property Ombudsman**

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Should you have a complaint about the sale of your insurance policy, please contact Deacon, 100 Holdenhurst Road, Bournemouth, BH8 8AQ. Your complaint will be reviewed thoroughly and within regulatory timescales. Should you remain unhappy with the final response, you may have the right to refer your complaint to The Financial Ombudsman Services at Exchange Tower, London, E14 9SR or by email to [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or telephone 0800 023 4567.