



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 we can put things right. If you have a complaint the following sets out the procedure that we will follow in dealing with that complaint:

1. Where your complaint is initially made verbally, we will request that this is submitted to us in writing to The Managing Director, Burns Hamilton, Hawthorn House, 1 Lowther Gardens, Bournemouth, BH8 8NF. We will acknowledge your correspondence within 3 working days.
2. Upon receipt of your written complaint, we will acknowledge receipt and will confirm our understanding of the circumstances leading to your complaint. We will invite you to make any comments that you have in relation to this.
3. We will carry out an internal investigation and within 15 working days we will write to you with our findings. We will detail any actions we have taken or will take as a result of this investigation. If we feel it is necessary, we may arrange to meet with you during this period. If we determine that the investigation will take longer than the 15 working days allows, we will write to you to explain why, and to set a new timescale for response.
4. All complaints made to us and any actions arising are logged centrally at our office.
5. If you are dissatisfied with any aspects of our handling of your complaint 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. Their contact details are as follows:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Tel: 01722 333306 Email: admin@tpos.co.uk Web: www.tpos.co.uk



Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final response letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure before being submitted to them for an independent review.