

THE WILKINSON PARTNERSHIP ESTATE AGENTS

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. We have eight weeks to consider your complaint. However, often complaints are best dealt with as soon as possible, especially where they are time sensitive to a specific transaction. In this instance please use: ho@qualityhomes.co.uk where we will try to deal with any issue swiftly.

If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

- We will send you a letter/email acknowledging 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 office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- 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 senior member of staff.
- 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

Tel. 01722 333306
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within twelve 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.