

## CUSTOMER COMPLAINTS PROCEDURE

It is always our aim that we provide the best standards of service at all times, however, there may be times you feel the service has fallen short of your expectations. This guide is designed to help you make us aware of your concerns in order that we can address them.

### WE CAN HELP

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter. You can do this by writing to the address below:

Mr Grant O'Donoghue  
Lavenders  
3 Cues Lane  
Bishopstone  
Swindon  
Wiltshire  
SN6 8PF

Alternatively, you may forward details by email to: [grant@grantfrasertc.co.uk](mailto:grant@grantfrasertc.co.uk)

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly. Regardless of how we receive your complaint, we will acknowledge receipt in writing within three working days.

Your complaint will be considered by the relevant manager. In the written acknowledgment from us, you will be advised, who is to be responsible for investigating your complaint. You will receive a detailed response within fifteen working days of our receiving your complaint. If further time is required e.g. to receive reports from a third party, then you will receive a written explanation for any delay at the end of the fifteen working day timeframe.

### WHAT HAPPENS NEXT?

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any complaint to a third party and we will fully cooperate with them. Therefore, in our final letter to you, we will always confirm when a deadlock situation has been reached, which signals that we have come to the end of our internal complaint's procedure. If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to The Property Ombudsman

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire



SP1 2BP

Telephone: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: <http://www.tpos.co.uk>

#### PLEASE NOTE

Please note you should refer the matter as soon as possible after receiving our final response, but always within 12 months of the date of our last letter to you. You must have passed through our internal complaints procedure for The Ombudsman to consider your complaint.