

CUSTOMER COMPLAINTS PROCEDURE



STEPHENSON BROWNE

Stephenson Browne 13 Crewe Road, Alsager, Stoke-on-Trent, ST7 2EW



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Here at Stephenson Browne we pride ourselves on delivering a tailored service to suit our clients' needs. However, if you do have a grievance with any part of our service' we want you to advise us, so that we can resolve this and turn a negative situation into a positive one.

Each of our employees aim to provide a high level of service to our customers but on occasion things can go wrong. When they do, we are committed to resolving the matter promptly and fairly. For ease, we have broken down our complaint's procedure below;



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1. Please write by letter or e-mail to the Branch Manager with details of your complaint, setting out clearly the reasons for your grievance(s), together with dates, names of any staff member you have dealt with and attaching any supporting evidence.
2. The Branch Manager is required to acknowledge your complaint in writing (by e-mail or letter) within **5 Working Days** of receiving it.
3. The Branch Manager will investigate your complaint and provide you with a formal outcome of their investigation within **15 Working Days** of receiving the complaint.
4. If you are not satisfied with the Branch Manager's response, you can take the matter further within Stephenson Browne by writing to us at the below address for a review and final response to your complaint. This will be responded to within **15 Working Days**.

Stephen Bird
Stephenson Browne Ltd
13 Crewe Road
Alsager
Stoke-on-Trent
ST7 2ER

5. If we you do not get a response within **8 weeks** then you are to then refer this complaint to the Property Ombudsman, whose details you can find on the reverse of this document.
6. If you remain dissatisfied, then you may refer the complaint to The Property Ombudsman, whose details you can find on the reverse of this document. Please note for The Property Ombudsman to consider your complaint it must be referred to them **Within 12 Months** of you receiving your final response.



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

E-mail: admin@tpos.co.uk

Tel: 01722 333 306

www.tpos.co.uk