



## COLLINS AND BUTLER - COMPLAINTS PROCEDURE

We are dedicated to providing a professional and friendly service to all our clients and customers.

However, should something go wrong, or, indeed if you have any concerns about our practises, we need you to tell us about it.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

- 1, We shall acknowledge your complaint in writing within 3 working days.
- 2, Your complaint will then be investigated by our team, principally between any staff member(s) in question and the Company Director, Jason Withers MARLA.
- 3, A formal response to your complaint will be made within a 2 week period from the date that the written complaint was received.
- 4, If, at this stage, you are not satisfied that your complaint has been properly addressed, please contact us again. We shall then review our response and make a final response again within a week.
- 5, If you remain dissatisfied, you can contact the property ombudsman, via the below address, to request an independent review.

**The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, SP1 2BP**

**T: 01722 333306**

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

**W: [www.tpos.co.uk](http://www.tpos.co.uk)**

If you that feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final response, 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. If you have any queries concerning the above, please don't hesitate to contact us.