

## Complaints Procedure

We are committed to providing a professional service to all our clients. However, when something goes wrong, please tell us about it. This will help us to improve our standards and put things right. Our procedure and timeframes for handling complaints are set out below.

- 1** Please write your complaint to the office manager, stating clearly that it is a complaint, and including as much detail as possible. They will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. Your complaint will be acknowledged within three days of it being received. A formal response will be sent out within 15 working days.

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- 2** If you remain dissatisfied with the way your complaint has been handled, you may then write to the managing director at the following address:

Managing Director  
Huntleys  
7 Biggin Street  
Loughborough  
LE11 1UA

The director will acknowledge your complaint within three working days. A full review of your complaint will be undertaken, and an investigation will be carried out into the issues raised within your complaint and the grounds for escalation. Within 15 working days, a formal response will be provided confirming our final viewpoint on the matter.

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- 3** If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you wish to contact TPOS, you must do so within 12 months of the date of our final viewpoint letter. It is also important to note that TPOS will not consider your complaint until our internal complaint's procedure has been exhausted.

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- 4** If you feel your complaint has not been satisfactorily dealt with by ourselves or The Property Ombudsman, you can send your complaint to Propertymark. Propertymark investigates complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules.

01926 496 791  
[complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
[propertymark.co.uk/professional-standards/complaints](http://propertymark.co.uk/professional-standards/complaints)