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 improve our standards.

If you have a complaint, please put it in writing, in as much detail as possible. We will respond within the timelines set out below. If you feel we have not sought out 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.

What will happen next:

- We will send you a letter 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 you 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 days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of our in-house complaints 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, Unit 159756, PO Box 7169, Poole, BH15 9EL

www.tpos.co.uk admin@tpos.co.uk 01722 333306

Please note you will need to submit your complaint to The Property Ombudsman within 12 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.

Our Mid-Sussex Lettings branch are registered with:

The Property Redress Scheme, 55 Mark Lane, London EC3R 7NE

www.theprs.co.uk admin@theprs.co.uk 0333 321 9418