

# Terms & Conditions

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## 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 to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language

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 (if you feel we have not sought to address your complaints 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 written acknowledgment of the 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 receipt of the original complaint.
- 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 working days of receiving your request for a review, confirming our final viewpoint on the matter.

- If you are still not satisfied with our final viewpoint (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**

**Milford House**

**43-55 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

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

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

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , 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.

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## **E-mail**

There is no guarantee that any e-mail you send will be received by us, or that the confidentiality of that e-mail will be maintained during internet transmission.

## **Applicable Law**

Any disputes arising from the use of this website shall at all times be governed by the laws of England and Wales and the parties shall submit to the exclusive jurisdiction of the English Courts.

### **International transfers of personal information**

As the Internet can be accessed worldwide, if you are visiting the site from outside the UK, your visit will necessarily result in the transfer of information across international borders. By visiting this site and communicating electronically with us you are consenting to these transfers.

### **Security**

Remember to close down all browser windows when you finish using the website. In fact, if you share a computer with someone else or use a public system (e.g. library, in your office, internet café) then we advise you to shut down the computer. This will help ensure any personal information stored temporarily in the computer's memory is lost.

### **CMP**

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