

## In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

What will happen next?

- **Your Complaint** - Please put your complaint in writing either by letter or email. Please include as much detail as possible, including dates, names of any members of staff you dealt with and enclose/attach any supporting evidence where you are able to.
- **Our Acknowledgment** - Your complaint will be acknowledged within 3 working days on receipt of your complaint and we will start our in-house complaints process.
- **Our Investigation** - Your complaint will be investigated within 15 working days of receiving your complaint by the Office Manager and we will provide a formal written response addressing your specific complaint and proposing resolutions where appropriate.
- **Our Final Investigation** - If you remain unhappy, your subsequent complaint will be investigated within 15 working days by the Director who will provide a written response outlining our final position and proposing resolutions where appropriate.
- **The Property Ombudsman** - Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury SP1 2BP  
01722 333306 | [www.tpos.co.uk](http://www.tpos.co.uk) | [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Please be advised:

- If we have not addressed your complaint within eight weeks, you can refer your complaint to The Property Ombudsman.
- You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter.
- No charge will be made for any complaint we handle.

WARWICK & LEAMINGTON SPA  
01926 967244

HELLO@NATALIECHRISTOPHER.CO.UK

STRATFORD UPON AVON  
01789 332877