



Vanessa McCallum Estates In-Complaints Policy

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.

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).

1. All complaints must be submitted to the branch at the time of complaint in writing.
2. All written complaints will be acknowledged in writing within 3 working days.
3. A proper investigation is to be promptly undertaken by the Director. A formal written outcome of your investigation must be sent to the complainant within 15 working days.
4. If the complainant remains dissatisfied, we will provide a written statement expressing our final viewpoint within 15 days, which will include any offer, if there is one to be made.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP Tel: 01722 333 306 Email: admin@tpos.co.uk Website: www.tpos.co.uk

Please note the following:

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 complaint's procedure, before being submitted for an independent review.