

IN-HOUSE COMPLAINTS PROCEDURE

- Complaints can be made to Christopher Russell verbally or in writing.
- Complaint will be acknowledged by our Complaints Officer (Russell Gibbs) or in his absence, Partner Chris Langley in writing within 3 working days.
- Complaint investigation will be carried out by Partner usually Russell Gibbs and the outcome will be sent to the Complainant in writing, within 15 working days.
- If the Complainant is dissatisfied with the outcome they can request the other Partner carries out a further review and will receive a written statement within 15 working days.
- If the Complainant remains unhappy they can refer to the Property Ombudsman (how to do this is set out below). Any referral must be made within 12 months of the final outcome made by Christopher Russell.

If you would like information on how to complain to The Property Ombudsman, please refer to The Property Ombudsman Consumer Guide or refer to their website.

http://www.tpos.co.uk/make_complaint_sales.htm