

As a member of ARLA Propertymark and the Property Ombudsman, we are committed to providing a professional service to all our clients and customers, in line with their code of Practice.

One of the requirements of our membership of ARLA Propertymark and The Property Ombudsman is that we have a process for assessing complaints about our service. 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.

All branch personnel will deal with normal day to day problems on a one-to-one basis. If you feel that you have not received a satisfactory response to this and wish to make a formal complaint you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents (for example, terms of business, emails etc). We will send you written acknowledgement 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 Branch 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 our Managing Director:

**Sean Purtill – Managing Director**  
**Ellisons Head Office**  
**13 Queens Road**  
**Wimbledon, London**  
**SW19 8PF**

Our Managing Director will then 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 free of charge:

**The Property Ombudsman**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury, Wiltshire**  
**SP1 2BP**  
**01722 333 306**

**Please Note:** 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.

