

# Complaints Handling Procedure

As a firm accredited by the National Association of Estate Agents, the Association of Residential Letting Agents, the Royal Institute of Chartered Surveyors, and the Property Ombudsman, And Co Property Services Limited trading as Alexander & Co, Peter Ball & Co aims to provide the highest standards of service to all vendors, purchasers, landlords and tenants, but to ensure your interests are safeguarded, we have an internal complaint handling procedure in place.

1.

Contact [clientcare@andcogroup.co.uk](mailto:clientcare@andcogroup.co.uk)

Please include full details of your complaint. You will receive acknowledgement within 3 working days. A formal written outcome will be sent to you within 14 working days.

2.

If you remain dissatisfied with the result of the internal investigation, please contact the relevant person from our leadership team, who will review the complaint.

*Richard Trafford*

*Sales & Lettings Director  
Pevensey House, 27 Sheep Street,  
Bicester, Oxfordshire, OX26 6JF  
[clientcare@andcogroup.co.uk](mailto:clientcare@andcogroup.co.uk).*

*Erin Forde*

*Property Management Director  
Pevensey House, 27 Sheep Street,  
Bicester, Oxfordshire, OX26 6JF  
[clientcare@andcogroup.co.uk](mailto:clientcare@andcogroup.co.uk).*

3.

Following the conclusion of our in-house review, we will write to you with a final written statement within a further 14 working days. If you remain dissatisfied with our final conclusion from our leadership team, you can refer your complaint to the following governing bodies, listed below.

*Sales, Lettings & Property Management*

*The Property Ombudsman,  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, as an individual consumer (they can also be contacted on 01722 333306 or at [www.tpos.co.uk](http://www.tpos.co.uk))*

*Financial Services*

*Mortgage Advice Bureau (MAB), at Capital House, Pride Place, Derby, DE24 8QR.*

*If you do wish to refer your complaint to either of the governing bodies above, they should be made within 12 months from the date of our final written conclusion.*