



# Customer Complaint Procedure

We value the opinions of our customers and clients and are committed to providing a professional service at all times. If something does not go as well as expected we want to hear about it. In line with The Property Ombudsman's Code of Practice our complaint handling procedure is outlined below:

1. In the first instance you should write to the Manager/Director of the office, giving full details of your complaint. Once they have received your complaint, they will acknowledge receipt within 3 working days. An investigation will then be undertaken and you will receive a response to your complaint within 15 working days.
2. If you are not satisfied with the response given by the Manager/Director, or the matter remains unresolved, you can escalate your complaint to the Managing Director for our company final viewpoint. You can email them via [md@roybrooks.co.uk](mailto:md@roybrooks.co.uk) or write to them at the following address:

Roy Brooks  
3 Park Road  
Teddington  
TW11 0AP

A final investigation will be undertaken at this point and a written response will be sent to you within 15 working days detailing our company's final viewpoint.

The Property Ombudsman requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review.

3. If you remain dissatisfied with our company's final viewpoint you can then refer your case to The Property Ombudsman for their review. Details of their complaints procedure and form can be found on their website [www.tpos.co.uk](http://www.tpos.co.uk) along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306 or write to them at the following address:

The Property Ombudsman Scheme  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman. If you require any further details of the complaints procedure please do not hesitate to contact our Customer Relations department.

Customer Relations Team  
[info@customerrelationsteam.co.uk](mailto:info@customerrelationsteam.co.uk)  
020 8614 1230