

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need to tell you 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).

What will happen next?

- We will send you a letter acknowledging 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 be dealt with by Richard Watkins or James Page, directors of Robsons, The Estate Office, 19 Hill Avenue, Amersham HP6 6LH who can be contacted by email: richard.watkins@robsonsbucks.com or james.page@robsonsbucks.com or tel: 01494 724999 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 sending the acknowledgement letter.
- 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 Ian Reid at Robsons, Moor Park Estate Office, North Approach, Moor Park, Northwood, Middlesex HA6 2JQ email: ian.reid@robsonswest.com tel: 01923 820622.
- We will 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 after the final stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. A consumer has 12 months to refer a complaint.

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

01722 333306
admin@tpos.co.uk
www.tpos.co.uk