

The background is a dark, textured surface, possibly asphalt or a similar material, with several small, light-colored spots scattered across it. On the right side, there is a curved, metallic rim, likely from a wheel or a large container, which is slightly out of focus.

# Complaints Procedure

Important Information

# Hugh F Shaw & Co

SALES, LETTINGS & PROPERTY MANAGEMENT

## In-House Complaints procedure

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

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 written letter by way of email or post, 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 normally be dealt with by the office 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 sending the acknowledgement
- 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 a senior member of staff.
- 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 last 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.

The Property Ombudsman Ltd  
Milford House  
43-55 Milford Street Salisbury  
Wiltshire SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

### Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, 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.

### Hugh F Shaw & Co

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