



Complaints Procedure

eddisonwhite prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. To ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; to achieve this, we will wherever we can, try and resolve your complaint at branch level.

If you have a complaint, please put it in writing, including as much detail as possible. We have 8 weeks to consider your complaint.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 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 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 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 remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306

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 complaint procedure, before being submitted for an independent review.



Internal Complaints Process and Timescales

