



01536 268844  
howeresidential.co.uk

## **COMPLAINTS PROCEDURE**

At Howe Residential we are committed to providing the highest levels of service but, if something goes wrong, we would like the chance to put it right.

In the first instance, please contact the sales or lettings manager. They will discuss your feedback and agree any next actions with you.

After an initial review, if we have not been able to help reach a solution, we have the following complaints procedure:

Please write to our Director and request a formal review of your complaint. You should send this request in writing to:

Tim Howe  
Howe Residential  
21 Corporation Street  
Corby  
Northamptonshire  
NN17 1NG

We will then respond in line with the timeframes set out below:

- 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 thoroughly in accordance with established in-house procedures.
- A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter confirming our final viewpoint on the matter.

We would hope to resolve any issues you raise with us, however if after following our internal complaints handling procedure you still feel we have not done so, you should contact The Property Ombudsman to request an independent review:

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

Tel: 01722 333306 [www.tpos.co.uk](http://www.tpos.co.uk)

Please note: 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.