



Complaints Procedure

Cornerstone Estate Agents are committed to providing a professional service to all clients and customers. We are member of The Property Ombudsman and aim to provide the highest standards of service.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards and service.

To ensure that your interests are safeguarded, we follow a formal complaints procedure. This provides the matter to be dealt with internally by our office manager. In the event that we are unable to deal with the matter to our mutual satisfaction the matter can be referred to The Property Ombudsman once our complaints procedure has been followed.

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 normally be dealt with by the office manager who will review the matter. 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 our complaint's procedure, before being submitted for an independent review.

C O R N E R S T O N E

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