



**Robsons Residential Sales**  
**North Approach, Moor Park, Northwood, Middlesex, HA6 2JQ**

**Internal Complaints Procedure – Residential Sales**

- As a member of The Property Ombudsman (TPO), we aim to provide the highest standard of service to all landlords and tenants, in line with their Code of Practice. One of the requirements of our membership of TPO is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents i.e. terms of business and send it to Mark Howson at the address below.

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- The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write to Simon Blitz:

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This complaint will be acknowledged within 7 working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 21 working days expressing Robsons' final view.

- Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

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

who will arrange for your complaint to be assessed by an external Independent Case Examiner in line with their criteria and procedures. As we are members of the TPO and abide by the TPO code of practice, you agree that we may disclose information relating to the sale of your property. If you have registered a complaint, you further agree that we may disclose your contact details to TPO to assist in their monitoring of our compliance with the Code of Practice.