



**1 High Street, Pinner, Middlesex, HA5 5PJ**

**Complaints Procedure**

- As a member of The Property Ombudsman (TPO), we aim to provide the highest standard of service to all clients and customers, 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 Scott Elliott at the address below.

Robsons 1 High Street, Pinner, Middlesex, HA5 5PJ

- 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 Daniel Young at:

1 High Street, Pinner, Middlesex, HA5 5PJ

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 or purchase 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.

- For the avoidance of doubt opinions of price for marketing purposes are not formal valuations
- We will endeavour to respond to you within the time periods stated but circumstances may arise when it is not possible for us to complete our enquiries within these time limits.
- This may arise when staff or other persons are unavailable due to illness or are absent on leave. In these circumstances we will advise you of the position and do everything reasonably possible to expedite the matter.