

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

### **Stage 1 - Your Complaint**

Please put your complaint in writing by letter and address it to Simon Handley. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able enclosing any supporting evidence.

Scott Hall House  
Sheepscar Street North  
Leeds  
LS7 3AF

### **Stage 2 - Our Acknowledgement**

Your complaint will be acknowledged by letter and we will start our in house complaints procedure.  
Within 3 working days of receiving your complaint.

### **Stage 3 – Initial Investigation**

Your complaint will be investigated by the office manager who will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.  
Within 15 working days of receiving your complaint.

### **Stage 4 – Review Investigation(s)**

If you remain dissatisfied, you should contact us again and Simon Handley will conduct a secondary review of your complaint and a detached review by a senior member of staff will take place.  
Within 15 working days of receiving your request for a further review.

### **Stage 5 – The Property Ombudsman**

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

You must refer 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.