



# *when things need sorting out...*

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy-to-use guide is designed to help you make us aware of your views so we can address your concerns.

To ensure your maximum protection, our complaints procedure has been designed to meet the requirements of all the regulatory authorities that control our business.

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter.

You can do this by writing to:-

Group Operations Director  
4 New Street  
Mildenhall  
Suffolk  
IP28 7EN

If you prefer you may telephone, or visit us in our offices, or alternatively you may forward full details of your dissatisfaction by email to [george@abbeysalesandlettingsgroup.co.uk](mailto:george@abbeysalesandlettingsgroup.co.uk)

We are members of The Property Ombudsman (TPO) Ltd, Milford House, 43-45, Milford Street, Salisbury, Wiltshire, SP1 2BP

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

- your concerns will be considered by a manager within the organisation, who will investigate the matter
- we will send you written acknowledgement within three working days
- you will be told, in the written acknowledgement, who is to be responsible for investigating the issues raised
- where possible you will receive a detailed response within fifteen working days of our acknowledgement of your complaint
- if further time is required to investigate your concerns, then you will receive a written explanation for any delay
- if we do not hear from you within a further eight weeks from our response we will assume the matter has been addressed and close our file
- should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.
- after receiving our response, if you feel your complaint has not been fully addressed please let us know
- your letter will be acknowledged within three working days of receipt
- your concerns will be considered by a member of the senior management team who has not been involved in the initial determination
- a final response will be issued where possible, within fifteen working days of the acknowledgement of your request for a further review.
- If we are unable to respond within fifteen working days we will inform you of when we anticipate answering your concern and informing you of your right to appeal to a third party.

We are committed to ensuring all concerns are fully and fairly addressed and we respect your right to refer any complaint to a third party. Therefore, in our final letter to you we will let you know the details of the regulatory bodies who you can approach for further arbitration.

**Please note the following:**

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , 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.