

**External Complaints Procedure**

* Complaint /received – ensure complainant provides as much detail as possible
* Acknowledge the complaint within 3 working days – ‘Complaints Acknowledgement Letter 1’
* Investigate and respond to the complaint within 15 working days – Complaints Response Letter 2’
* If complainant is not satisfied with response acknowledge investigation progression – ‘Complaints Further Investigation Acknowledgement Letter 3’
* Investigate and respond to the further investigation within 15 working days – ‘Complaints Final Viewpoint Letter 4’

If after 8 weeks from initial complaint the complainant is still not satisfied with outcome they can refer the complaint to The Property Ombudsman:

The Property Ombudsman
Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire,

SP1 2BP

Website: [www.tpos.co.uk](http://www.tpos.co.uk)