

## Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

### Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **Paul Halliday**. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

**George Edwards,  
77 Bosworth Road,  
Measham,  
DE12 7LQ  
Email: [complaints@GeorgeEdwards.com](mailto:complaints@GeorgeEdwards.com)**

### Stage 2—Our Acknowledgement (Within 3 working days of receiving your complaint)

Your complaint will be acknowledged, and we will start our in-house complaints process.

### Stage 3—Our Investigation (Within 15 working days of receiving your complaint)

Your complaint will be investigated, and **Paul Halliday** will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

### Stage 4—Final Viewpoint (Within 15 working days of receiving your request for a further review)

If you remain dissatisfied, you should contact us again and we will conduct a secondary review. This will outline our final viewpoint on the matter.

### Stage 5—The Property Ombudsman (You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter)

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)**

