

## COMPLAINTS PROCEDURE

Nicholas Moss is committed to providing services and products to the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you to allow us to apologise to you but also to improve our service.

A Partner will deal with all complaints. They will do their best to resolve the matter quickly, to your satisfaction.

If you think, after speaking with the Partner, that your complaint has not been resolved, you are invited to make a formal complaint in writing by email or letter to that said Partner at the address below. Your complaint will be formally acknowledged within three days of being received. The Partner will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of the investigation, you will be advised of the outcome in writing within fourteen days of receipt of the original formal complaint.

Communication for the above should be directed to:

[nick@nicholas-moss.com](mailto:nick@nicholas-moss.com)

Nicholas Moss  
7 High Beeches  
Gerrards Cross  
Buckinghamshire  
SL9 7HU

The above steps must be completed before referring the matter to either the NAEA or TPO.

<p>The Property Ombudsman – Sales Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP</p>	<p>The National Association of Estate Agents Arbon House 6 Tournament Court Edgehill Drive Warwick CV34 6LG</p>
<p>The Property Ombudsman will review complaints in respect to service level issues. There is a twelve month time limit for referring complaints to the TPO.</p>	