



## COMPLAINTS PROCEDURE FOR CLOUD9 ESTATES / C9 LETTING SERVICES

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. If you have a complaint, please put it in writing, including as much detail as possible. We have 15 days to consider your complaint. If we have not resolved your complaint you may decide to refer your complaint to The Property Ombudsman.

What will happen next? We will send you an email acknowledging receipt of your complaint within 3 working days of receiving it.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within fifteen working days of sending the acknowledgement letter.

If at this stage, you are still not satisfied, you should contact us again and we may arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review: The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel: 01722 333 306 / Website: [www.tpos.co.uk](http://www.tpos.co.uk). Once the Ombudsman has conducted their review you have the option to refer the matter to Propertymark Tel: 01926 496 800 / Email: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk).

Please note the following: You will need to submit your complaint to The Property Ombudsman post 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 complaint's procedure, before being submitted to them for an independent review.

Complaints Procedure: The director may vary the procedure for good reason. This may be necessary to avoid any conflict of interest.