

PENNY & SINCLAIR

In House 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 resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email), containing as much detail as possible. We will acknowledge receipt and respond in line with the timescales and stages set out below. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to The Property Ombudsman to consider.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to the Office Director (please see page two). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where able, enclose or attach any supporting evidence.

Stage 2—Our Acknowledgement

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

Stage 3—Our Investigation

We will investigate your complaint. This will 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 15 working days of sending the acknowledgement letter.

Stage 4—Our Final Investigation

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a Department Director, or senior member of staff. You will be provided with a written response outlining our final position and proposing resolutions where appropriate.

Stage 5—The Property Ombudsman

If you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306

www.tpos.co.uk admin@tpos.co.uk

Please note:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including 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.



PENNY & SINCLAIR

Summertown office

Director: Mr James Penny
Address: Mayfield House, 256 Banbury Road, Oxford, OX2 7DE
Email: james.penny@pennyandsinclair.co.uk

Oxford City office

Director: Mr Oliver Hope
Address: 1-4 The Plain, Oxford, OX4 1AS
Email: oliver.hope@pennyandsinclair.co.uk

Burford office

Director: Mr Erling Lindoe
Address: 97 High Street, Burford OX18 4QA
Email: erling.lindoe@pennyandsinclair.co.uk

Henley-on-Thames office

Director: Mr James Donigan
Address: 44 Hart Street, Henley-On-Thames RG9 2AU
Email: james.donigan@pennyandsinclair.co.uk

Please note:

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