



IN-HOUSE COMPLAINTS PROCEDURE

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 eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- I will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- I will then investigate your complaint. A formal written outcome of my investigation will be sent to you within 15 working days of sending the acknowledgement letter.

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**

01722 333 306

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of 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 complaints procedure, before being submitted for an independent review.

Our membership number is N02352

422 Bath Road, Cippenham, Berkshire, SL1 6HJA T: 01628 661138 E: cippenham@lambournecarmody.co.uk W: www.lambournecarmody.co.uk

Proprietor: **Luke K Lambourne**

Residential Sales * Lettings & Property Management * Commercial * Valuations * Mortgage Advice

