



COMPLAINTS PROCEDURE

Tully & Co is a Member of the National Approved Letting Scheme, ARLA and, as such, aims to provide our customers with service to the highest standards as well as to ensure compliance with all appropriate legal requirements.

This complaints procedure has been introduced in an effort to safeguard our customers' interests and to resolve any issues they may have.

Naturally we hope that disputes will be few and far between but, being realistic, issues can arise that need to be addressed and resolved.

Initially we would endeavour to deal with any matter raised internally but, if it cannot, the matter can be passed to an outside agency for consideration, namely The Property Ombudsman.

If you believe you have a complaint please, first, address it to Paul Chapman at Tully & Co. If you wish to deal with the matter by telephone, then we will try to facilitate this. If, however, you are not satisfied with the response then please write to:

Paul Chapman, Tully & Co, 157-159 Albert Road, Southsea, Portsmouth, Hants PO4 0JW

You will need to include any documentation on which you seek to rely with your complaint.

Any written complaint will be acknowledged within 3 working days of it being received.

A thorough investigation will be carried out in accordance with our established in-house procedures and a formal reply will be sent to you within 15 working days of the receipt of your initial letter.

If you are not satisfied with the result of the initial investigation, then there is an opportunity to have that investigation reviewed. Should you wish this then please write, with an explanation of why you do not agree with the result, to:

Hazel Ramage, Tully & Co, 157-159 Albert Road, Southsea, Portsmouth, PO4 0JW

Any request for review will be acknowledged within 3 working days of it being received.

A thorough review will be carried out and a formal reply will be sent to you within 15 working days of the receipt of your request.

In the event that you remain unsatisfied after the final reviews then you are at liberty to have the matter referred to the Property Ombudsman at Unit 159756, PO Box 7169, Poole, BH15 9EL. We will submit our file on receipt of a request from that organisation.

You are also entitled to have your complaint referred should we fail to deal with matters promptly or do not comply with our in-house complaint's procedure within 8 weeks from the date we receive your written notification.

