# Internal Complaints Procedure

Heritage Estate Agency are committed to providing the highest standards of service to all our clients and customers. We understand that despite this, occasionally things can go wrong and if this happens, we need you to tell us about it so that we can rectify the issue and make improvements if necessary.

If you have a complaint, please put it in writing with as much information about the issue as possible. Please address your complaint in the first instance to the Office Manager.

**What Happens Next?**

- Your complaint will be acknowledged within 3 working days and we will enclose a copy of this procedure.
- A thorough internal investigation of your complaint will then commence. The office manager will review your file and speak to the member(s) of staff who dealt with your matter.
- A formal outcome of our investigations will be sent to you within 15 working days of receipt of your letter.
- If at this stage you are still not satisfied, please contact us again and we will arrange for a separate review to take place by one of the Directors.
- We will write to you within 15 working days of requesting a further review with our final viewpoint.

**If you remain dissatisfied**

In the event that our final viewpoint still fails to satisfy your complaint, you can contact The Property Ombudsman to request an independent review (contact details below).

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Tel: 01722 333306
Website: www.tpos.co.uk

You will need to submit any complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter and will need to provide any evidence to support your case.

***Please note that the Property Ombudsman requires that all complaints are addressed through our internal complaints procedure before being submitted to them for independent review.***

If we have not sought to address your complaint within 8 weeks you may be able to refer your complaint to The Property Ombudsman without our final viewpoint on the matter.