

## Complaints Procedure

Home and Manor are committed to upholding our five key principles; Professionalism, Honesty, Care, Trust and Passion and we believe you have the right to a fair, swift and courteous service at all times.

We are a member of The Property Ombudsman and aim to provide the highest standards of service. To ensure that your interests are safeguarded, we follow a formal complaints procedure.

In the first instance, if you have a complaint, please put this in writing, including as much detail as possible to the office manager. We will acknowledge your complaint in writing within 3 working days and a thorough investigation will be promptly undertaken.

A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If you remain dissatisfied, then you can write to the company's director and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within three working days of receipt and a response within 15 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If we are unable to deal with the matter to our mutual satisfaction the matter can be referred to The Property Ombudsman once our complaints procedure has been followed. The Property Ombudsman Ltd Milford House 43-45 Milford Street Salisbury Wiltshire SP1 2BP 01722 333 306 [www.tpos.co.uk](http://www.tpos.co.uk).

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 our complaint's procedure, before being submitted for an independent review.

