

We are committed to providing you with the highest standards of service. However, there may be occasions when our service falls short of your expectations. This easy to use guide is designed to help you make us aware of your views so we can address your concerns.

## **WE CAN HELP**

Tell us what part of our service or procedure you are unhappy about and what you would like us to do to resolve the matter.

You can do this by writing to the address below, in the first instance for the attention of:

If it is in relation to a sale or lettings property please write to Mr. Stephen Saunders

Cobb Amos  
14 King Street  
Hereford  
HR4 9BW

Alternatively you may forward details by email to: [stephen@cobbamos.com](mailto:stephen@cobbamos.com)

Putting your complaint in writing helps us to ensure we have understood all your issues and concerns, which in turn ensures we investigate them all fully and fairly. Regardless of how we receive your complaint we will acknowledge receipt in writing within three working days.

Your complaint will be considered by the relevant Manager. In the written acknowledgement from us, you will be advised, who is to be responsible for investigating your complaint.

We will make our investigations in accordance with established "in-house" procedures. You will receive a detailed response within fifteen working days of our receiving your complaint. If further time is required e.g. to receive reports from a third party, then you will receive a written explanation for any delay at the end of the fifteen working daytime frame.

If for any reason a response is not received in the aforementioned time frame or if your complaint is in relation to either of the Managers listed above, please contact Paul Cobb, Director 07970 512 516 instead.

If we do not hear from you within a further eight weeks from the date of our response we will assume the matter has been addressed and we will close our file.

Should you have concerns in the meantime please contact the member of staff whose name appears on the letter of acknowledgement.

## **STILL UNRESOLVED?**

After receiving our response, if you feel your complaint has not been fully addressed please let us know. Your communication will be acknowledged within three working days of receipt.

- Paul Cobb, Director on 07970 512 516, or by writing (not by email) to

Cobb Amos  
14 King Street  
Hereford  
HR4 9BW

Following the conclusion of our in-house review we will write to you with a final written statement.

### **WHAT HAPPENS NEXT?**

We are committed to ensuring all complaints are fully and fairly addressed. We respect your right to take any complaint to a third party and we will fully co-operate with them. Therefore in our final letter to you we will always confirm when a 'deadlock' situation has been reached, which signals that we have come to the end of our internal complaints procedure.

If you are dissatisfied with the conclusion of the in-house review of the complainant, you can refer the matter to The Property Ombudsman

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Telephone: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: <http://www.tpos.co.uk>

### **PLEASE NOTE**

You should refer the matter forward as soon as possible after receiving our final response, but always within six months of the date of our final letter. You will need to have completed our internal complaints procedure, before you raise your concerns with the Ombudsman.