

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:

Stephen Saunders
Cobb Amos
First Floor Executive Suite
5 High Street
Ludlow
SY8 1BS

Or send your letter via email to: 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 and 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, please contact Stephen Saunders, Director, on 01568 605300.

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.

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. In this instance, please write to:

Theresa Martin-Saunders
Cobb Amos
First Floor Executive Suite
5 High Street
Ludlow
SY8 1BS

Or send your letter via email to: theresa@cobbamos.com

Following the conclusion of our in-house review we will write to you with a final written statement within 15 working days of receiving your request for a review.

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 complaint, 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

Website: <http://www.tpos.co.uk>

PLEASE NOTE

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.