

**We strive to make sure that all of our clients are happy with the service we provide, however from time to time we may make mistakes. We want to resolve any issues as quickly as possible but if you do have a complaint, this note sets out the procedure which we will follow in dealing with that complaint.**

1. The complaint should be made in writing to our Rugby office, which is at 6 Albert Street, Rugby CV21 2RS. Please address any complaint as private and confidential and for the attention of either the Head of Sales or Head of Lettings as applicable. If there is a conflict of interest the complaint will be passed to another director to deal with.

2. Where your complaint is initially made orally, you are requested to send a written summary of your complaint to the person dealing with it. Details of the relevant person will be given to you as soon as the complaint is made orally. You will also be given a copy of the Ombudsman's code of conduct at this point.

3. Once we have received your written summary of the complaint, we will contact you in writing within 3 working days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.

4. Within 14 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.

5. If you are dissatisfied with the outcome you should contact our company secretary, Damian Cadman-Jones, again at the Rugby office address. He will personally conduct a separate review of your complaint and contact you within 14 days to inform you of the conclusion of this review.

6. If you are a consumer and the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to The Ombudsman Service <http://www.tpos.co.uk/>. You have one year (12 months) to refer your complaint to the ombudsman.

**The Property Ombudsman**

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Salisbury  
Wiltshire SP1 2BP

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