

INTERNAL COMPLAINTS PROCEDURE

Here at Boatwrights Estate Agents, we aim to provide the highest standards of service to all our customers. If you feel we have let you down for whatever reason however, we are sorry but would ask you to please follow the procedure below.

As a Member of The Property Ombudsman (TPOS), we are obliged to have a written Complaints procedure which we (and you) must follow if you subsequently wish to refer the complaint to the Ombudsman.

1. Even if you have already phoned to advise us of your complaint, please write formally detailing the nature of the issues being raised to the Branch Manager of the relevant Office.
2. We will acknowledge receipt of your Complaint within 3 working days.
3. Within 15 working days, and after a thorough investigation, we will send you a formal written response of the outcome of the investigation and any actions taken or to be taken.
4. If you are still dissatisfied with the outcome of our investigation, you have a further opportunity to request in writing that the Complaint be reviewed by our Managing Director (Matthew Boatwright), who is based at our Shaftesbury Office. He will respond to you within 15 working days with a final review or offer.
5. In the event that we fail to deal with the Complaint in a timely manner OR if the final review still fails to satisfy you, then you may write to the Ombudsman's Office with full details. You will have 12 months to raise your complaint with the Ombudsman from the date of Boatwrights final review. The contact information for TPOS is as follows:

The Property Ombudsman Milford House | 43-55 Milford Street | Salisbury | Wiltshire | SP1 2BP | **Tel:** 01722 333306 | **Fax:** 01722 33229 www.tpos.co.uk/