

COMPLAINTS HANDLING PROCEDURE

If you have a complaint, then this note sets out the procedure which we will follow in dealing with that complaint.

1. Pippa Newton-John has been appointed in our office to deal with complaints, and you should not hesitate to contact her at the below address:

- 99 Portland Road, Hove, BN3 5DP

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.

3. Once we have received your written summary of the complaint, we will contact you in writing within seven 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 twenty-one 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 his investigation and to let you know what actions have been or will be taken.

5. If you are dissatisfied with any aspect of our handling of your complaint or the outcome of our internal investigation, you should write to our Managing Director, Lucy Dawe, at the address shown above. She will conduct a separate review of your complaint and contact you within fourteen days to inform you of the conclusion of this review.

6. If you are still unhappy with the result of any of the above, you may refer your complaint to the **Property Ombudsman Service**: as a private individual.

Details are available from:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333306

Facsimile: 01722 332296

Website: www.tpos.co.uk

E-Mail: admin@tpos.co.uk