

## **Our Complaints Procedure**

Chris Willey & Son strive to provide a first class service. If, however there is any cause for complaint we have a procedure which is detailed below.

We are subject to the Code of Practice for Residential Estate Agents as set out by The Property Ombudsman. It should be noted that The Property Ombudsman will not investigate complaints before a complainant has fulfilled a proper internal complaints procedure and received a final response from the estate agent.

Any complaint should be made in writing to 34 Stansell Road, Killams Park, Taunton, Somerset, TA1 3GG providing the basis and details of the complaint and submitted to a Director who will deal with it as quickly and fairly as possible.

All written complaints will be acknowledged within 3 working days and a proper investigation will be promptly undertaken. A formal written outcome of our investigation will be sent to the complainant within fifteen working days of sending the acknowledgment letter.

If, at this stage a complainant remains dissatisfied, he or she may request a further review in writing. This will be acknowledged and a review undertaken with the final viewpoint on the matter, being sent to the complainant in writing within fifteen working days of receiving the review request.

Following the conclusion of our investigation, if the complainant is still not satisfied or more than eight weeks has elapsed since the complaint was first made, the matter can be referred to The Property Ombudsman for an independent review. This must be submitted by the complainant, including evidence to support the case, within twelve months of receiving our final viewpoint letter.

**The Property Ombudsman  
Milford House, 43-55 Milford Street,  
Salisbury, Wiltshire, SP1 2BP  
01722 333 306**

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

[www.tpos.co.uk](http://www.tpos.co.uk)

A leaflet providing details of how to contact The Property Ombudsman for Estate Agents will be provided to complainants and is also readily available in our office.