

Internal Complaints Procedure

We are committed to providing a professional service to all our clients and customers. However, if you are not satisfied with our service, we need you to tell us about it. This will help us to improve our standards and training to prevent it happening again in the future.

Please submit your complaint in writing. It will be helpful for you to summarise the specific complaints or concerns you have and follow this with as much detail on each one. This way we can be sure to review and respond to all of your concerns. We will then respond in line with the timeframes set out below.

Step 1

If your complaint relates to our estate agency services, sales, lettings, or general customer service, it will be handled under the following three-step process:

- Please contact Sam Burroughs, Director of Bovingdons at sam.burroughs@bovingdons.com. We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure and a copy of the TPO Consumer Guide. We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Step 2

- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place with Chris Bovingdon, Managing Director of Bovingdons at chris.bovingdon@bovingdons.com. We will write to you within 15 working days of receiving your request for a review and confirm our final viewpoint on the matter.

Step 3


- If you are still not satisfied after the last stage of our internal complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman (TPO) without charge.
- **The Property Ombudsman Contact Details:** Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. **t:** 01722 333 306 | **e:** admin@tpos.co.uk | **w:** www.tpos.co.uk Note: You must submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

Please note the following:

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 complaint's procedure, before being submitted for an independent review.

www.bovingdons.com

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