



### **Internal Complaints Procedure**

At Osborne & Osborne Ltd, we are committed to providing a professional service with excellent customer service as a standard to all our Clients and Customers. There may however, be an occasion where we fall short on delivering excellent customer service and something goes wrong and it is important that if this happens, you tell us about it. This will help us to improve our standards.

If you have a complaint, you can tell us in person, over the telephone but it is much better for you to put it in writing, which can be by letter or by email, including as much detail as possible, to Sarah Osborne, Director. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

#### **What will happen next?**

- We will send you an acknowledgement letter, either by post or email, within three working days of receiving your complaint and also enclose a copy of this procedure, if you have not already received a copy.
- We will then investigate your complaint. This may involve us making contact with you to obtain additional information or evidence to substantiate your complaint but will involve us reviewing our records thoroughly. We will provide you with a written response which will be our Final Viewpoint Letter. This will be sent within 15 working days of sending the acknowledgement letter.
- If you are not satisfied with the conclusion of our review and we have not been able to resolve your concerns to your satisfaction, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman. The contact details are:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
T: 01722 333 306  
E: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) W: [www.tpos.co.uk](http://www.tpos.co.uk)

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 complaints procedure, before being submitted for an independent review.

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