



TAILOR MADE
SALES & LETTINGS



Tailor Made Sales and Letting - Complaints Procedure

We aim to give the best possible service to all our customers. But if you are unhappy or dissatisfied with our service, please speak to a member of staff - if the issue cannot be resolved at this stage please put your complaint in writing to Tom Glancy with the following information.

1. What do you think we did wrong? Tell us what you think we have done wrong. If you think we should have treated you differently, tell us how. Please give us details of the evidence you would like us to consider.
2. Name of Tailor Made Member of staff concerned.

3. Your details

Title:

First name:

Last name:

Address:

Postcode:

Daytime telephone:

Email:

- We will acknowledge receipt of your complaint within 3 working days in writing.
- Following an investigation, we will inform you of the outcome within 15 working days.
- If your complaint remains unresolved you may escalate the complaint to the Co-Director
- Gemma Glancy, who will conduct a further investigation and inform you of the outcome within 10 working days
- This exhausts our in house complaints procedure. If you are still not satisfied after the last stage of the in-house 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 without charge.





TAILOR MADE
SALES & LETTINGS



Their contact details are:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

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.