

In House Complaint Procedure -

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to Anthony Wilson Director Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Hywel Anthony Estate Agents 89a Talbot Road Talbot Green CF72 8AE

Email: anthony@hywelanthony.co.uk



Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

Timescale

Within 3 working days of receiving your complaint



Stage 3—Our Investigation

Your complaint will be investigated and Anthony Wilson will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint



Stage 5—The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to the Ombudsman:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

01722 333306

www.tpos.co.uk admin@tpos.co.uk

Timescale

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.