

We are committed to providing a professional service to all our clients and customers.

When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible.

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.

**Speak to your point of contact:** - whether that be our Property Management team or one of our Sales & Lettings team. If you are unhappy with a situation, you should bring this to the attention of your contact by email, outlining any issue you have. You should then receive a response within 24 hours letting you know what is going to happen next.

**If you don't feel like you have gained a satisfactory resolution:** - or feel that your concern has not been dealt with correctly, you can email:  
[complaintsanddisputes@patrobson.com](mailto:complaintsanddisputes@patrobson.com)

Your email will then be picked up by the head of the relevant department and will be acknowledged within 3 working days. You will be responded to in full within 14 days.

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 by another senior member of staff.

We will write to you within 14 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd  
Milford House  
43-45 Milford St  
Salisbury  
Wiltshire  
SP1 2BP

01722 333306  
[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.