

Ornella's Estates Complaints Procedure

We are committed to providing a professional service to all our clients and customers, but we are only human. Occasional things can sometimes go wrong and we need you to tell us about them- this will enable us to resolve any issues as soon as possible and help us to improve our service going forward. We always aim to deal with any problem swiftly, efficiently and as sympathetically as possible.

- 1) If you have a complaint, please put it in writing (a letter or e-mail) to us. We will then start our in-house complaints process and acknowledge receipt within 3 working days of receiving it.
- 2) We will investigate your complaint- this will normally be by one of the Directors of our company
- 3) The Director will provide a formal written response addressing your specific complaint and propose resolutions (where appropriate) within 15 working days of receiving your written complaint
- 4) At this stage if you remain unhappy, please respond to us in writing and your subsequent complaint will be investigated further
- 5) We will respond to you within 15 working days of receiving your additional request and confirm our final position and proposed resolution (where appropriate)
- 6) Should you remain dissatisfied after receiving our final viewpoint letter, you may refer your complaint to:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP.
Tel: 01722 333306 www.tpos.co.uk E: admin@pos.co.uk

Please note that you will need to refer your complaint to The Property Ombudsman in writing within 12 months of receiving our final viewpoint letter for them to be able to act