

Customer Complaint Procedure

If we are giving great service, then we want you to tell everyone, if we aren't, then tell us!

The purpose of the complaints procedure is to deal quickly, effectively and efficiently with your grievance and where possible, turn a potentially negative situation into a very positive one, through our care and attention.

Dealing with the complaint

We aim to provide a high standard of service to you, our customers, at all times. However, sometimes things can go wrong and if that happens we are committed to resolving matters promptly and fairly. For ease we have detailed our complaints processes below.

1. Please write (by letter or email) to the Branch Manager with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.
2. The Branch Manager is required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.
3. The Branch Manager will review your complaint and provide you with a formal written outcome of his/her investigation **within 15 working days** of receiving the complaint.
4. Should you not be satisfied with the Branch Manager's response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to you within 15 working days of the matter being escalated to us.

Jack Jowett, Director, Asbshot Estates, Little Abshot Road, Titchfield Common, Fareham, PO14 4LN
Email: office@abshotstates.com Tel: 01489 808030
(all complaints must be in writing)

5. Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Ombudsman whose details are below. Please note that you must refer your complaint to the Ombudsman within **12 months** of receiving our Final View for the Ombudsman to consider it.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
Email: admin@tpos.co.uk Tel: 01722 333 306
www.tpos.co.uk

