

COMPLAINTS PROCEDURE

If you have a complaint about our service, so that we can address it as efficiently as possible please follow this procedure:

Please raise the complaint with Philippa Redwood either by telephone, or preferably in person.

If we fail to resolve it satisfactorily within 15 working days, you may write to us at office@redwoodandsons.co.uk or Philippa Redwood, Redwood & Sons Limited, 36 Barnham Road, Barnham, West Sussex PO22 0ES.

We will acknowledge your complaint within 3 working days and undertake an investigation.

A formal written outcome of the investigation will be sent to you within 15 working days.

If you remain dissatisfied with the outcome, you may refer the matter to The Property Ombudsman within twelve months for a review.

The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

www.tpos.co.uk

email: admin@tpos.co.uk

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Please note that The Property Ombudsman only reviews complaints made by consumers.