

Making a complaint

1. In the unlikely event that you need to make a complaint please contact Paul Pieri (Director) in writing either by email to paul@paulpieri.co.uk or by post to our office at 3b Newbury Street, Wantage, Oxfordshire, OX12 8BU. Your complaint will be acknowledged within 3 working days. We will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

2. If you remain dissatisfied you can seek independent redress.

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
Tel No.: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

3. 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

4. What next?

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to us, enclosing details of your complaint and request our file and a statement describing our version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from us and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon the branch in question.