

Peter Scott Property Complaints Handling Procedure

Peter Scott Property strives to achieve high levels of client satisfaction in all areas of its business. However, we acknowledge that sometimes things may go wrong. As a result of this, we maintain a dedicated Complaints Handling Procedure to explain how complaints should be made and how they will be investigated and resolved.

Procedure

1. If you wish to make a complaint in respect of services provided to you by Peter Scott Property, in the first instance please speak to us. If you have already spoken to us about your complaint, and it has not been resolved by us, you should write with details of your complaint to:

Peter Scott
Partner at Peter Scott Property
Email: peter@peterscottproperty.co.uk

If you do not have access to email or prefer to supply your complaint in hard copy, please address to:
Peter Scott - 18 Deanway, Chalfont St Giles, HP8 4JH.

Peter Scott will write to you within 3 working days to acknowledge receipt and, if relevant, ask you to expand on any points he would like clarified.

Your complaint will be investigated thoroughly. Such investigation is to include, but not be limited to:

- a) A review of our file on the matter
- b) Interviewing the employees concerned.

Following conclusion of the investigation, Peter Scott will write to you with our conclusions. We will aim to provide our final review within 15 working days from the acknowledgement receipt of your written complaint (or subsequent clarifications if requested) in accordance with The Property Ombudsman's Code of Practice.

If you are happy with the outcome, the matter will conclude.

2. If, following Peter Scott's response to your complaint you are still not satisfied after the last stage of the in-house complaints procedure (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge. The Property Ombudsman can be contacted as follows:

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

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.

