

Woods Group In-House Complaints Procedure



...the **Experts in Property** 

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We have up to eight weeks to consider your complaint. If we have not resolved, it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by a senior member of staff or a director who will review your file and speak to the members of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If you remain dissatisfied, we will undertake a further review of your complaint undertaken by a second senior staff member. We would then issue our final viewpoint on the complaint. This final response would usually be with you within 21 days. If you then remain unsatisfied you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP
01722 333 306
www.tpos.co.uk

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 complaint procedure, before being submitted for an independent review.

The Property Ombudsman Consumer Advice for both Sales and lettings is available from the Ombudsman website (see address above).



80 agents in the South West