



Sales Complaints Procedure

We aim to offer you the best possible service but there may be occasion when you may feel you have cause to make a complaint. Featherstone Leigh is a full member of The Property Ombudsman (TPO) scheme and we will always try to resolve the problems wherever possible, quickly and to your satisfaction.

Please find below the steps you need to take to make a complaint to the company.

1. In the first instance please address your complaint verbally to the office manager who will listen and do their up most to resolve the matter there and then.
2. If you are not satisfied with the outcome adopted under point one would you please address your complaint in writing to the manager who will acknowledge your complaint within 3 working days. After a full investigation the manager will write to you again within 7 working days.
3. If you are still unsatisfied the complaint should be referred to the Director at Holbrook House, 34-38 Hill Rise, Richmond TW10 6UA who will acknowledge your complaint within 3 working days and will respond in detail within 15 working days.
4. If you are still not satisfied with our final viewpoint (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,
Milford House
43-55 Milford Street,
Salisbury, Wiltshire
SP1 2BP

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.

www.tpos.co.uk

NB. Following our complaints procedure does not affect your legal rights.