



## **In house Complaints Procedure**

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, send it to:

The Directors  
Hughes and Hughes Estate Agents  
57 Market Place  
Chippenham  
Wiltshire, SN15 3HL

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

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 the office manager who will review your file and speak to the member 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, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- ✓ We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- ✓ If you are still not satisfied after the last stage of the in-house complaint 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.

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.

Full details for the Property Ombudsman are outlined below

## Hughes & Hughes complaints Policy

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website [www.tpos.co.uk](http://www.tpos.co.uk)

Please note: this process follows the complaints procedures given to consumers outlined in:

- Section 14 of The Property Ombudsman Code of Practise for Residential Estate Agents
- Section 19 of The Property Ombudsman Code of Practise for Residential Letting Agents

Both of which can be found on The Property Ombudsman website.