



Your Local Estate Agents **ThomsonHaytonWinkley**

## 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. We have appointed Mrs A Hine to be the initial contact for your complaint who will acknowledge receipt and pass to the appropriate member of the team.

Mrs A Hine  
Thomson Hayton Winkley Estate Agents  
112 Stricklandgate  
Kendal  
Cumbria  
LA9 4QA

If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to the above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

All written complaints will be acknowledged in writing within 3 working days and a proper investigation promptly undertaken.

A formal written outcome of your investigation will be sent to the Complainant within 15 working days of receipt of the original complaint.

A senior member of staff, or designated complaint handler, not directly involved in the transaction will deal with the complaint. In exceptional cases, where the timescale needs to be extended beyond this limit, the Complainant will be kept fully informed and an explanation provided. If the Complainant remains dissatisfied, the Complainant will be told how the complaint can be further pursued within your business. This will provide the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction.

Such a review will be sent to the Complainant within 15 working days.

Following the conclusion of our investigation, a written statement of our final view, and including any offer made will be sent to the Complainant.

### Stage Two

If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is The Property Ombudsman.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
[www.tpos.co.uk](http://www.tpos.co.uk)  
Tel:01722 333306  
[admin@tpos.co.uk](mailto:admin@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 complaints procedure, before being submitted for an independent review.