

**AUSTIN BOND LIMITED**  
**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 and service.

If you have a complaint, please put it in writing and include as much detail as possible. 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 complaint (including speaking to any members of staff you may have communicated with). 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 still remain dissatisfied 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](http://www.tpos.co.uk)**

Please note the following:

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before submitting any complaint to them for an independent review.

You will need to submit any complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.