



COMPLAINT PROCEDURE

SALES & LETTINGS



COMPLAINT PROCEDURE

1. All complaints – verbal and written – will be recorded at the time they are made, and an immediate attempt will be made to address and resolve any initial complaint by telephone, email or in person.
2. If the complaint isn't resolved in the first instance the complainant will be asked to put the complaint in writing if they have not already done so. All written complaints will be acknowledged in writing within three working days – and an investigation promptly undertaken by a senior member of staff.
3. A formal written outcome of the investigation will be sent within 15 working days of sending the acknowledgement letter.
4. Should the complainant appeal against this written outcome a further separate review of the complaint will be undertaken.
5. Following the conclusion of this review, a written statement expressing the Company's final view will be sent to the complainant within 15 days of receiving the request for a review. This will detail how the matter can be further referred without affecting their legal rights.
6. If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.
7. All complaints will be investigated and dealt with at no cost to the consumer.
8. Contact Details: Steve Connolly
Vickery & Company
75-79 Park Street
Camberley
Surrey GU15 3PE
Tel: 01276 684657
9. The complainant may escalate their complaint to The Property Ombudsman within 12 months following a final view being provided by the Company. A Consumer Guide will be provided at the time the final view is communicated to the complainant either by post or e-mail.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire. SP1 2BP
Tel: 01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

The complainant will not be deprived of their legal rights at any time during the process.