

## **COMPLAINTS PROCEDURE**

Toombs & Toombs Properties aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by a Partner of the company and, if we are not able to deal with the issue to our mutual satisfaction, by reference to the Property Ombudsman.

If you believe you have a complaint, please write in the first instance to either Partner (Mandy or David Toombs) at Toombs & Toombs Properties, Claremont House, High Street, Lydney, Gloucestershire, GL15 5DX.

Your complaint should be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

In the event that the final review still fails to satisfy your complaint, then you are at liberty to have the matter referred to the Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

The Property Ombudsman  
Milford House  
43-45 Milford Steet  
Salisbury  
SP1 2BP  
T: 01722 33 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)