

Complaints Procedure

At Amanda Roberts, we are committed to providing a professional service to all our clients and customers. When something goes wrong, we want to know about it, your feedback helps us improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

What will happen next

1. **Acknowledgement:**

We will send you a letter acknowledging receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.

2. **Investigation:**

Your complaint will normally be handled 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.

3. **Review (if required):**

If you are not satisfied with our response, you can request a further review. A **senior member of staff** will then carry out an independent review of your complaint.

We will write to you within **15 working days** of receiving your request for a review, confirming our **final viewpoint** on the matter.

Independent Review

If you remain dissatisfied after receiving our final viewpoint, you may 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

