



Francis Stuart

Sales • Lettings • Investments

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 to ensure all issues are addressed in a timely manner.

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language. However, where possible, we ask that all complaints are made in writing to ensure there is a clear papertrail of all issues raised, and all are addressed where possible.

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. 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.

Complaints can be addressed to our Lettings Director, who will then allocate your complaint to a senior member of staff to review the complaint. Their details are as follows:

Paige Brown

Lettings Director

Paige@Francis-Stuart.co.uk

If you are unable to email your complaint, the complaint can also be sent by recorded delivery to our Lettings Director who is based in our Plymouth office, at the following address:

FAO: Paige Brown

40 Mannamead Road

Mutley

Plymouth

PL4 7AF



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What will happen next?

- We will send you a written acknowledgement of the 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 a senior member of staff who will review your file and speak to any members of staff relevant to the complaint. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- 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, usually one of our Directors.
- We will then write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.