

Country Properties Complaints Policy

- 1 All complaints must be submitted to the relevant branch at the time of complaint in writing
- 2 All written complaints will be acknowledged in writing within 3 working days.
- 3 A proper investigation is to be promptly undertaken by the Franchisee or Manager. A formal written outcome of your investigation must be sent to the complainant within 15 working days.
- 4 If the complainant remains dissatisfied, we will provide a written statement expressing our final view, which will include any offer, if there is one to be made. You can then refer your complaint to the Ombudsman.

The Property Ombudsman

Milford House, 43-55 Milford Street,
Salisbury, Wiltshire SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

