



Our commitment to you

At Country Properties, our customers are important to us, and we believe you have the right to a fair, swift and courteous service at all times.

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within three working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to your [local office](#).

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to your [local office](#) and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within three working days of receipt and a response within 15 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

If you feel the matter remains unresolved you need to address your complaint to the Franchisee or Manager at the office, who will conduct an investigation and respond with a final viewpoint.

In the unlikely event that you do not receive a response within 8 weeks or remain dissatisfied then you may refer the matter to The Property Ombudsman (TPO) at the following address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, 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.



Please contact your Country Properties local office for further information.