



IN-HOUSE COMPLAINTS PROCEDURE

Coulson James are committed to providing a professional and transparent service to all our clients and customers. However, sometimes, things can go wrong and, when they do, we need you to tell us about it. This will help us to improve our standards and the service we provide.

In the unlikely event you have a complaint, please put this in writing, including as much detail as possible. We are given eight weeks to consider your complaint and, if we have not resolved it within this timeframe, you may refer your complaint to The Property Ombudsman. We will also send you a letter or email acknowledging receipt of your complaint within three working days of receiving it.

We will then investigate your complaint. This will normally be dealt with by the Office Manager who will review the details 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 or email.

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.

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

If you remain dissatisfied, you may then 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

Please note the following:

You will need to submit your complaint to The Property Ombudsman within six 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.