

COMPLAINTS HANDLING PROCEDURE

WATKINS THOMAS LTD

5 KING ST. HEREFORD

HR4 9BW

If you wish to make a complaint, we will treat the matter seriously in accordance with our legal and professional responsibilities.

In accordance with ARLA guidelines any complaint will be dealt with in accordance with the following procedure:

- 1) Steven Thomas has been appointed in this office to deal with all complaints, and you should not hesitate to contact him at 5 King Street, Hereford HR4 9BW. Tel (01432) 272280.
- 2) Once we have received your written summary of the complaint, we will contact you in writing within seven days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
- 3) Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to Steven Thomas.
- 4) Within twenty one days of receipt of your written summary, Steven Thomas will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
- 5) If, as an individual, the complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to the Property Ombudsman, 01722 333306 or email access@tpos.co.uk from whom details of the service may be obtained.
- 6) If, as a company, the complaint has not been resolved to your satisfaction, we agree to the referral of your complaint to: ARLA, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG from whom details of the Service may be obtained.