

## Primrose Properties – Complaints Procedure

Primrose Properties is committed to the highest standards of service and compliance. Both of our offices are bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at [brixham@primroseproperties.co.uk](mailto:brixham@primroseproperties.co.uk)

### **We have a standard procedure for handling complaints as follows:**

#### **1. Making a complaint**

Your complaint should be directed in writing to Katie Twaites, the business owner. Your complaint will be acknowledged within 3 working days. Primrose Properties will conduct a full and thorough investigation, and a full written response will be sent within 15 working days.

#### **2. Independent redress**

In the event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury, Wiltshire

SP1 2BP

Tel: 01772 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

\*Please be aware that you have 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing\*

#### **3. What next?**

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to Primrose Properties, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from Primrose Properties and a recommendation will be made to the Ombudsman who will then make a final decision.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

#### 4. More information

Primrose Properties is a member of Propertymark. You can also raise your complaint with them. Further information can be found here on the Propertymark website. [www.propertymark.co.uk](http://www.propertymark.co.uk)