

Tod Anstee Property Consultants Limited

COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint about Tod Anstee, this statement sets out the procedures which we will follow in dealing with that complaint:

- 1 Tod Anstee has three functional Divisions. In the first instance you should contact the heads of the Division with which you have been dealing. Details are set out below.

Division	Divisional Head	Telephone	Email
Sales	Nick Burdock	01243 523723	nburdock@todanstee.com
Lettings (including property management)	Jane Toms	01243 523723	jtoms@todanstee.com
Rural Estates	Nicki Moon	01243 958800	nmoon@todanstee.com

- 2 Where your complaint is initially made orally, you will be asked to send a written (paper or email) summary of your complaint to the person dealing with it.
- 3 Once we have received your written complaint, we will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. We may also invite you to make any further comments that you may have in relation to this.
- 4 We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file 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 receipt of the original complaint.
- 5 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/Director. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 6 If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made), you should write to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 333 306. Email: admin@tpos.co.uk. They will conduct a separate review of your complaint and will contact you to inform you of the conclusion.

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.

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