

Allen Heritage Complaints Procedure

Raising a Complaint

Should you wish to raise a formal complaint please do so in writing and a relevant member of senior staff will be allocated to respond.

Your complaint will be acknowledged within 3 working days and, once thoroughly investigated, a reply sent within 15 working days of your initial communication.

If you are not satisfied with the response you may request that an alternative member of senior staff reviews your complaint and the process will be repeated within the same timescales, culminating in a final view.

In the event that the final view fails to satisfy your grievance then you are at liberty to refer the matter to The Property Ombudsman.

You are also entitled to refer your grievance to the Ombudsman should we fail to deal with the matter expeditiously i.e. within 3 months.

Please note that if you intend to refer your complaint the Ombudsman, it must be done within 12 months of our final view.

Ombudsman Scheme

We are a member of the TPO (The Property Ombudsman) and follow the TPO code of practice.

If you register a complaint, you agree that we may provide all relevant information to the TPO,

A copy of the Code of Practice and the Consumer Guide is available from our offices or from www.tpos.co.uk.

Contact Details for The Property Ombudsman:

Telephone: 01722 333306

Email: admin@tpos.co.uk

Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP

www.tpos.co.uk.