

What If I am not satisfied with the service I receive?

Whilst we are committed to providing a quality service, we acknowledge that on occasions things can go wrong. In the first instance speak to the representative that you dealt with. If however, you remain dissatisfied, we have a dedicated team who will ensure your complaint is investigated fully.

How do I make a complaint to you?

If You wish to complain about the advice or service you have received from us, you can write to the address below:

Customer Relations
Hughes Estate Agents
52 Pall Mall
Chorley
Lancashire
PR7 2LE

Telephone: 01257 367110

Email info@hughesestateagents.co.uk

What Information do you need?

In Order to help us resolve your complaint as quickly and efficiently as possible, we will need the following information:

- Your name and address
- The name of the representative that you have dealt with
- A daytime telephone number where we can contact you
- A clear description of your complaint
- Details of how you would like your complaint to be put right

What happens next?

We will aim to contact you as soon as possible about your complaint, but if we need to make further enquires we will:

- Provide a written acknowledgement of your complaint within 3 working days
- Give you details of who is handling your complaint and how to contact them.

In these circumstances we aim to resolve your complaint as quickly as we can. We will aim to provide you with a written response within 15 working days explaining the outcome of our initial investigation.

Taking your complaint further

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman. **OR**

If we cannot resolve your complaint to your satisfaction you may be able to refer the matter to **The Property Ombudsman**. When we respond to your complaint, we will let you know if you are eligible to refer your complaint to the property ombudsman. Details can be obtained from:

For complaints about our obligations to you, you can refer your complaint to The Property Ombudsman: The Property Ombudsman 01722 333306 | www.tpos.co.uk

Timescale: You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter

The Property Ombudsman
admin@tpos.co.uk
01722 333 306

www.tpos.co.uk

Make a Complaint - The Property Ombudsman (tpos.co.uk)