



Lillingtons
Estate Agents

Residential Sales & Lettings

COMPLAINTS PROCEDURE

As a member of the property ombudsman, Lillingtons Estate Agents aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally - initially by the Branch Manager and referred to the Director Mr Aidan Lillington, if necessary. We trust this will enable us to achieve a successful outcome for all parties, however in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to the Property Ombudsman.

It is always our intention as a company to listen to any concerns and communicate with our clients to address and where possible resolve these matters before they become a complaint. Should this not be possible and as our client you feel you wish to proceed with a complaint on a more formal basis then the following procedure will apply:

- 1. If you believe you have a complaint, please write in the first instance to the Branch Manager:**

Mrs Julie Heskett
Lillingtons Estate Agents
58 Lowther Street
Whitehaven
CA28 7DP

Julie@lillingtons-estates.co.uk

- 2. Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with our in-house procedures and a formal written outcome will be sent to you within 15 working days of receipt of your complaint.**
- 3. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by an independent party not involved with the original complaint. A formal**

written outcome of this final review will be sent to you within 15 working days of receipt of your request.

- 4. In event that the final review, as detailed above, still does not satisfy your complaint, then you are at liberty to have the matter referred to the Property Ombudsman. You are entitled to refer your complaint within the 12 month period following the formal written outcome. Their contact details are as follows:**

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wilts
SP1 2BP

(01722) 333306

www.tpos.co.uk admin@tpos.co.uk

You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.