

In-house complaints procedure

(Reviewed January 2019)

At Complete, we are committed to providing a professional service to all our customers. We accept that from time to time somethings don't quite go as planned. When this happens, we need you need you to tell us about it. This will help us improve our standards and help us to ensure we continue to offer a professional level of service.

If you have reason to complain then we have the following complaints procedure in place to ensure your concerns are investigated with a consistent approach.

Stage 1

You should submit your complaint in writing providing as much detail as possible. Your complaint should be sent, either by post or email to:

Teignmouth	FAO: Branch Manager by post to 13 Wellington Street, Teignmouth. TQ14 8HW or by email to teignmouth@completeproperty.co.uk
Newton Abbot	FAO: Branch Manager by post to 79 Queen Street, Newton Abbot. TQ12 2AU or by email to newton@completeproperty.co.uk
Bovey Tracy	FAO: Branch Manager by post to Emlyn House, Fore Street, Bovey Tracey. TQ13 9AD or by email to bovey@completeproperty.co.uk
Exeter	FAO: Branch Manager by post to 141 Younghayes Road, Teignmouth. EX5 7DR or by email to exeter@completeproperty.co.uk

What will happen next?

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter.

Stage 2

If our response has not resolved matters to your satisfaction, then you can refer your complaint to our Head Office where it will be investigated by a senior member of the management team. You can contact our head office by post at by post to Complete Head Office, Emlyn House, Fore Street, Bovey Tracey. TQ13 9AD or by email to headoffice@completeproperty.co.uk. We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of receipt, confirming our final viewpoint on the matter.

Stage 3

If you remain dissatisfied or more than 8 weeks as elapsed, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire. SP1 2BP.

01722 333 306. www.tpos.co.uk you can also email admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this procedure, before being submitted for an independent review.