



Taylor Hill & Bond

Find the home you deserve

COMPLAINTS PROCEDURE TAYLOR HILL & BOND

SALES & LETTINGS

Taylor Hill & Bond, a member of the Property Ombudsman, aims to provide the highest standards of service to all our clients. To ensure that your interests are safeguarded, a complaints procedure is in place. This allows the matter to be dealt with internally by Taylor Hill & Bond and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

1. In the first instance, the complainant should bring the matter to the attention of the office Branch Manager or Associate Director in writing, identifying the precise nature of the complaint, together with the precise time and date of the circumstances that have given rise to the complaint and the way in which you feel that they may have affected you.
2. Such a complaint should identify the cause and the names of any individuals implicated. This evidence should be supported by any information that may assist in the investigation.
3. Within 3 working days, the complainant will receive confirmation of receipt of the complaint and a copy of the Taylor Hill & Bond complaints procedure (if not already received).
4. The complaint will then be thoroughly investigated in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
5. If you are not satisfied with the outcome of our initial investigation, you can refer your complaint for a further review, to the Managing Director:

Andrew Furnell
Taylor Hill & Bond
9 Shore Road
Warsash
Southampton
Hampshire, SO31 9FS

Email: info@taylorhillandbond.co.uk

WICKHAM OFFICE
Tel: 01329 835735

WARSASH OFFICE
Tel: 01489 588880

ROMSEY OFFICE
Tel: 01794 516613

LETTINGS DEPARTMENT
Tel: 01329 830720

BISHOPS WALTHAM OFFICE
Tel: 01489 890006

TITCHFIELD OFFICE
Tel: 01329 844812

PRIVATE FINANCE DEPARTMENT
Tel: 01329 830711

CORPORATE SERVICES DEPARTMENT
Tel: 01329 830711

LAND & NEW HOMES DEPARTMENT
Tel: 01489 565870

www.taylorhillandbond.co.uk

6. In the event that the final review as detailed above still fails to satisfy your complaint, then you have the opportunity to refer your complaint to the redress Scheme. It is your right to refer any complaints to The Property Ombudsman within a 12 month period:

7.

The Property Ombudsman Limited, Registered Office:

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

Tel: 01722 333306

Fax: 01722 332296

Web: www.tpos.co.uk

Email: admin@tpos.co.uk



WICKHAM OFFICE

Bridge Street | Wickham | Hampshire | PO17 5JE
Tel: 01329 835735

LETTINGS DEPARTMENT

9 Shore Road | Warsash | SO31 9FS
Tel: 01329 830720

PRIVATE FINANCE DEPARTMENT

Top Floor | Taylor Hill & Bond | Bridge Street
Wickham | PO17 5JE
Tel: 01329 830711

WARSASH OFFICE

9 Shore Road | Warsash | SO31 9FS
Tel: 01489 588880

BISHOPS WALTHAM OFFICE

Cross St. | Bishops Waltham | SO32 1EZ
Tel: 01489 890006

CORPORATE SERVICES DEPARTMENT

Top Floor | Taylor Hill & Bond | Bridge Street
Wickham | PO17 5JE
Tel: 01329 830711

ROMSEY OFFICE

86 The Hundred | Romsey | SO51 8BX
Tel: 01794 516613

TITCHFIELD OFFICE

41 The Square | Titchfield | PO14 4RT
Tel: 01329 844812

LAND & NEW HOMES DEPARTMENT

The Clock Tower | Shore Road | Warsash | SO31 9GQ
Tel: 01489 565870