



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
22 Shore Road
Warsash
Southampton
Hampshire, SO31 9FU

Email: info@taylorhillandbond.co.uk

WARSASH OFFICE

t: 01489 588880

TITCHFIELD OFFICE

t: 01329 844812

CORPORATE SERVICES

t: 01489 565870

HAVANT OFFICE

t: 02392 482147

PARK GATE OFFICE

t: 01489 574100

LAND & NEW HOMES DEPARTMENT

t: 01489 565870

ROMSEY OFFICE

t: 01794 516613

ANDOVER OFFICE

t: 01264 314419

LETTINGS DEPARTMENT

t: 01794 516613

www.taylorhillandbond.co.uk

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6. If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

01722 333 306

admin@tpos.co.uk

www.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 in-house complaint's procedure, before being submitted for an independent review.

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