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

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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**
**Unit 159756**
**PO Box 7169**
**Poole, BH15 9EL.**
**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.