

COMPLAINTS PROCEDURE FOR LETTINGS

PENTWYN PROPERTY MANAGEMENT LIMITED

TRADING AS BIDMEAD COOK

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames set out below. If you feel we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

In the first instance, please contact:

Mrs Jane Hill, Bidmead Cook, 8 Broad Street, Ross on Wye, Herefordshire, HR9 7EA

Your complaint will then be distributed to the appropriate senior manager who will address your complaint accordingly.

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it; enclosing a copy of this procedure.
- We will then investigate your complaint. This will be dealt with by the relevant senior manager who will speak to the member of staff who dealt with you and review your file. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If at this stage you are not satisfied with the outcome, you should contact us again and we will arrange for a separate review to take place by a second senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final view point on the matter.

If you remain dissatisfied, you may then contact the Property Ombudsman to request an independent review.

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

Phone: 01722 333 306

www.tpos.co.uk

Note: 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 complaints procedure, before being submitted for an independent review.