

COMPLAINTS PROCEDURE

Priory Property & Lettings Services prides itself on the level of its customer service. However, occasionally things do go wrong, and you may feel the need to complain. If this is so, please see our complaints procedure below.

RESIDENTIAL ESTATE AGENCY & PROPERTY LETTINGS **MAKING A COMPLAINT**

Information For Customers

Priory Property & Lettings Services is a member of The Property Ombudsman Service (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

STAGE ONE – Branch Manager

All complaints should, in the first instance, be directed to the relevant branch manager of Priory Property or Lettings Services. He or She will endeavour to resolve your complaint immediately, and no later than within five working days of the first notification.

STAGE TWO – Director

If you still remain dissatisfied, you may then further your complaint, which must be in writing, to the director of Priory Property Services. The appropriate persons details are below.

You must write within one month of receiving the branch managers response.

Your complaint will be acknowledged within three normal working days of receipt (subject to any annual leave) and the aim will be to provide you with a full written response (Final viewpoint letter) within fifteen working days.

MR P GODFREY
PRIORY PROPERTY SERVICES
61 HIGH STREET
BIDDULPH
STAFFS
ST8 6AD

STAGE THREE – The Property Ombudsman

After you have received a response from the Director and if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Directors final view point letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of the Director's final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted