

INTERNAL COMPLAINTS PROCEEDURE

We strive to deliver professional service excellence to our valued clients and customers. However, if you find our service lacking, we encourage you to communicate your feedback. Your input enables us to enhance our standards and training, thereby minimising recurrence. Please articulate your grievances in writing, summarising your concerns followed by detailed explanations. This ensures thorough review and prompt response. Should you feel dissatisfied with our resolution within eight weeks, you may consider escalating the matter to the Property Ombudsman for independent consideration.

STEP 1

Please post your complaint to Hilton & Horsfall Estate Agents, 75 Gisburn Road, Barrowford, Lancashire. BB9 6DX OR email to info@hilton-horsfall.co.uk

We will acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure and a copy of the TPO Consumer Guide.

We will then investigate your complaint. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

STEP 2

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place with either Gavin Hilton or Mark Horsfall, Managing Director's of Hilton & Horsfall Estate Agents at gavin@hilton-horsfall.co.uk or mark@hilton-horsfall.co.uk

We will write to you within 15 working days of receiving your request for a review and confirm our final viewpoint on the matter.

STEP 3

If you are still not satisfied after the last stage of our internal 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. The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire. SP1 2BP. Telephone 01722 333 306. Email admin@tpos.co.uk. www.tpos.co.uk

Please 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 complaint's procedure, before being submitted for an independent review.

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