

TAUNTON PROPERTY CENTRE T/A THE PROPERTY CENTRE
INTERNAL COMPLAINTS PROCEDURE

1. Taunton Property Centre T/A The Property Centre and Kordtards Ltd T/A The Property Centre aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by The Branch Manager, and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.
2. If you believe you have a complaint, please write in the first instance to the **Sales or Lettings** Branch Manager at the branch address your complaint is in relation to (A list of branch addresses can be found on our website, on the 'contact us' page)
3. Your complaint will be acknowledged within 3 working days and investigated thoroughly 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.

4. If you are not satisfied with the outcome of our initial investigation, you are provided with further opportunity to have the complaint reviewed by our Lettings Director for **Lettings** complaints or Operations Director for **Sales** complaints at the address given below. A formal reply will be sent to you within 15 working days.

Sales –	Lettings –
Charlie Rooke	Dan Saunders
The Property Centre	The Property Centre
Brunel House	Brunel House
Cook Way	Cook Way
Bindon Road	Bindon Road
Taunton	Taunton
TA2 6BJ	TA2 6BJ

5. If you are not satisfied with the outcome of our secondary investigation, you are provided with further opportunity to have the complaint reviewed by our **Managing Director** at the address given below. A formal reply will be sent to you within 15 working days.

Jonathan Hunt
The Property Centre
Brunel House
Cook Way
Bindon Road
Taunton
TA2 6BJ

6. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to 'The Property Ombudsman'. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 12 months from the date we receive your written notification.

The Property Ombudsman address is given below:

The Property Ombudsman

Milford House

43-45 Milford Street Salisbury

Wiltshire

SP1 2BP

Tel: 01722 333306

www.tpos.co.uk admin@tpos.co.uk

Taunton Property Centre Ltd T/A The Property Centre; Registered Office: Brunel House, Cook Way,
Taunton, TA2 6BJ. Registration Number 11249537

Kordtards Ltd T/A The Property Centre Registered Office: Brunel House, Cook Way, Taunton, TA2
6BJ Registration Number 12820351