

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

1. Taunton Property Centre 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 **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 **Operations Director** at the address given below. A formal reply will be sent to you within 15 working days.

Charlie Rooke  
The Property Centre  
Brunel House  
Cook Way  
Bindon Road  
Taunton  
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](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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