



Complaints Procedure

We aim to provide the highest standards of customer service and care to all our customers.

To ensure that your interests are safeguarded and to make sure we put mistakes right, we have complaints processes. The aim of these processes is to resolve all customer issues or concerns as quickly as possible.

As members of The Property Ombudsman (TPO) you can be confident about our approach to ensuring your concerns are addressed with the care they require.

The Property Ombudsman provides a free, fair and independent service for resolving disputes between sales and lettings agents and by following its Code of Practice, we provide additional consumer protection that goes beyond that required by the law.

This document sets out the various stages of our complaints procedure. We are of course members of The Property Ombudsman Scheme and subscribe to The Property Ombudsman Code of Practice. You can obtain a copy of this Code of Practice by visit their website (www.tpos.co.uk).

In the first instance, we will conduct an internal investigation into the cause of your complaint and the procedures set out below must be followed.

- 1** In order to make a formal complaint, this will need to be submitted in writing to Mr Thomas Bailey the company Director. Please note this must be done within 12 months of the actual incident or within 12 months of you becoming aware of the incident that is the cause of your complaint, if it came to light at a later date.
- 2 Integra-Estates will** acknowledge your complaint within Five working days.
- 3 Integra -Estates** will conduct an investigation to establish the details of the complaint.
- 4 Integra-estates** will provide a formal written response detailing the outcome of the internal investigation, within 15 working days (three weeks) from receipt of the formal complaint.
- 5** If you are dissatisfied with the formal response given, you must again confirm this in writing within a reasonable timescale, explaining why this is the case.

If you do not feel your complaint has been satisfactorily resolved once all Five stages of the internal complaints process have been completed, you may now refer it to The Property Ombudsman but this must be within 12 months of our final viewpoint statement. You may also refer your complaint to The Property Ombudsman within 12 months if stages one to five, outlined above, are not completed within eight weeks. A copy of The Property Ombudsman's Consumer Guide is available from us on request giving details of how to refer your complaint to them.

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