



Complaint Handling

STAGE 1 INFORMAL

STAGE 2 FORMAL

Where appropriate, an apology will be given to the customer and it may be that a previous decision will be reviewed. The response to a formal complaint will deal with all issues which the customer has raised and set out what Compton Reeback Ltd. proposes to do. A written response from the department will be provided in 15 working days. If this period is exceeded the customer will be informed as to why this is the case.

If, after having received the response from Compton Reeback the customer remains dissatisfied, they can refer the complaint to The Property Ombudsman within twelve months.

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