

# **Customer Complaints Procedure**

### **Complaint Handling**

Compton Reeback Limited take our customer service very seriously, therefore should you have a complaint we have a 3 stage complaints procedure:

#### **STAGE 1 INFORMAL**

Wherever possible, complaints are dealt with quickly and informally. It is hoped that the vast majority of complaints can be resolved at this stage. An informal complaint can be made verbally, by email or in writing. A person wishing to make a complaint should explain clearly what he or she is dissatisfied with, and what he or she wish Compton Reeback. to do. A response to a complaint at an informal stage will be made as soon as possible and in any event within ten working days.

#### **STAGE 2 FORMAL**

If a customer is dissatisfied with the response to their initial complaint they can request that a complaint is dealt with formally. A formal complaint needs to be made in writing. It should state what the customer wants Compton Reeback Limited to do to resolve the matter. A formal complaint will be recorded and acknowledged by our Managing Director, who will then write to the relevant department instructing them to investigate the complaint and deal with it appropriately.

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.

### **STAGE 3 REVIEWS**

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.

For more information please read the TPO's Consumer Guide.

You can contact the TPO at:

## The Property Ombudsman

Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP

Telephone: 01722 333306 Website: www.tpos.co.uk E-Mail: admin@tpos.co.uk

### **MAIDA VALE**

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