

CUSTOMER COMPLAINTS PROCEDURE

James and Aaron are proud local owners of this independent business and are personally committed to providing the highest level of professional service at all times. If something has not gone as you would have expected, then we want to hear about it.

The Property Ombudsman requires that any complaint should be addressed through our internal Complaints Procedure, prior to being submitted to them for their independent review. In keeping with The Property Ombudsman's Code of Practice, please find outlined below Devenports' company complaint handling procedure:

- 1) In the first instance, you should contact James Cottee giving full details of your complaint. Once James has received your complaint, he will acknowledge receipt within 3 working days. James will then review the details of your complaint and ensure a full investigation takes place into the matter. You will receive a response within 15 working days of your complaint receipt confirmation. You can reach James at james@devenports.co.uk.
- 2) If you are not satisfied with the response James provides you, or you feel that the matter remains unresolved, your complaint can be escalated to Aaron Baxter who in turn will provide the company's final viewpoint on the matter. This will be provided to you within 15 working days of Aaron receiving the complaint. Aaron can be reached at aaron@devenports.co.uk.

If you would prefer to write to James or Aaron, please use the below address:
Devenports Estate Agents, 11 Wensleydale Road, Hampton, TW12 2LP

- 3) Should you remain dissatisfied with the company's final viewpoint, you can then refer your case to The Property Ombudsman for their review.

Details of their complaint procedure and form can be found on their website at www.tpos.co.uk along with their Code of Practice and Terms of Reference. Alternatively, you can call them on 01722 333 306, or write to them at the following address:

*The Property Ombudsman Scheme, Milford House,
43-55 Milford Street, Salisbury, Wiltshire SP1 2BP*

Please note that you have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

If you require any further details of the complaints procedure, please do not hesitate to contact either Aaron or James.