



Park & Bailey Customer Complaints Procedure

At Park & Bailey we aim to provide the highest standards of service to all our clients and customers but to ensure that your interests are safeguarded, a customer complaints procedure has been introduced.

This provides for the matter to be dealt with in the first instance by the Branch Director/ Manager.

If you believe you have a grievance, please write (including as much detail as possible) in the first instance to the Branch Director/Manager of the relevant Park & Bailey branch. The Property Ombudsman also advise that if the matter is still not resolved after 8 weeks since you first made the complaint with us then you are at liberty to request an independent review with them which is free of charge.

Your complaint will be acknowledged within three working days of receiving it and a copy of this procedure will be attached.

The matter will be investigated thoroughly in accordance with established 'in-house' procedures and a formal written outcome of our response will be sent to you within 15 working days of sending the acknowledgement letter.

If you are not satisfied with this response, contact us again and your complaint will be passed to: Malcolm Bushell - c/o Park & Bailey 41 High Street, Caterham Surrey CR3 5UF who will respond within 15 working days. The matter will be re-investigated thoroughly in accordance with established 'in-house' procedures and a final viewpoint on the matter will be sent to you.

In the event that the final review still fails to satisfy your complaint, then you are at liberty to refer the matter to The Property Ombudsman. Again, you can request an independent review without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note that such referral to the Property Ombudsman must be made within twelve months of the date of the final letter to you from Park & Bailey.

The Property Ombudsman also requires that you address all complaints to us through this Customer complaints procedure in the first instance before you submit it to them for an independent review.