



Residential Complaints Handling Procedure for Taylor & Co

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. Your complaint should be sent to Office Manager, Taylor & Co, 24 Lion Street, Abergavenny, Monmouthshire, NP7 5NT or we welcome correspondence via email to abergavenny@taylorandcoproperty.co.uk.

What will happen next?

- ❖ We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- ❖ We will then investigate your complaint. We will review your file and speak to any members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- ❖ If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff. Should you wish to escalate to this stage then please write to:
Kate Taylor, Director, Taylor & Co, 24 Lion Street, Abergavenny, Monmouthshire, NP7 5NT, or via email to kate@taylorandcoproperty.co.uk.
- ❖ We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

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

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.