

## Bothams - Complaints Handling Procedure

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. (If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to The RICS or The Property Ombudsman Scheme to consider without our final viewpoint on the matter).

### **What will happen next?**

- We will send you a letter acknowledging receipt of your complaint within 7 working days of receiving it, enclosing a copy of our complaints handling procedure.
- We will then investigate your complaint. This will normally be dealt with by one of the Partners who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 28 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.
- We will write to you within 14 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact the RICS or the Property Ombudsman Scheme to request an independent review:



This business is a Full Member of The Property Ombudsman (TPO) and commits to TPO Codes of Practice. The Ombudsman is able to consider complaints in relation to residential sales, lettings and buying services, commercial sales and lettings, international sales and lettings and chattels auctions.

The Property Ombudsman  
Registered Office:  
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Wiltshire  
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01722 333306

**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.