



## Complaints Procedure

### Patricia Shepherd Letting & Management

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### Complaints Handling Policy

#### Our complaints policy

We are committed to providing a high-quality service to all our clients. 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 write to us with the details at the above address. We have eight weeks to consider your complaint. If we have not resolved it within this time you may complain to the Property Ombudsman.

#### What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within five days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to a partner, who will review your matter file.
3. We will then invite you to a meeting to discuss and hopefully resolve your complaint. We will do this within 14 days of sending you the acknowledgement letter.
4. Within five days of the meeting, we will write to you to confirm what took place and any solutions we have agreed with you.
5. At this stage, if you are still not satisfied, you should contact us again and we will arrange for another partner to review the decision.
6. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. If you are still not satisfied, you can then contact the

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

