

## Complaints Procedure

At Laurels we are committed to providing exceptional Customer Services to all of our clients. If a situation should arise where you feel we have not been able to provide you exceptional customer service then we would like to be informed as this is the best way for us to ensure our standards never drop.

If you have a complaint relating to a member of the Laurels team then we would encourage you to initially speak with the member of the team that you have been dealing with. It is our hope that the member of the team that you are dealing with will be able to resolve any problems or queries.

If you are dissatisfied with the response received by the member of our team, your complaint should be put in writing to [complaints@laurels.co.uk](mailto:complaints@laurels.co.uk). The line manager of the member of the team in question will send written acknowledgement of your complaint within 3 working days of it being received and will confirm their position within the company.

The complaint will then be investigated by the line manager and a formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If you still remain dissatisfied then we ask that you kindly contact us again and we will arrange for a Senior Director to independently review the complaint. The Director that will be handling the matter will send a written confirmation acknowledging the complaint within 3 working days.

A full review will be undertaken and an investigation will be carried out into the complaint and the issues raised. The Director will then write to you within 15 working days of sending the acknowledgement and this response will confirm our final viewpoint on the matter. The final viewpoint letter will clearly express our final view on all of the complaints raised.

If you still remain dissatisfied after the last stage of the in-house complaint procedure, or more than 8 weeks has elapsed since the complaint was first made, you can request an independent review from The Property Ombudsman without charge. Within our final viewpoint letter sent from the Director, there will be sufficient details of how to follow the complaints procedure with The Property Ombudsman Service (TPOS). Please also find their details below.

The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to request an independent review from the TPOS, you must do so within 12 months of the date of the final viewpoint letter. In addition to this, we want to make you aware that the TPOS will not consider your complaint until they are satisfied that our internal complaints procedure has been exhausted.