

COMPLAINTS PROCEDURE - SALES & LETTINGS

Putting your complaint in writing helps us to ensure we have understood your issues and concerns. We are members of The Property Ombudsman Service for both Sales and Lettings (TPOS). www.tpos.co.uk

1. Please raise your complaint with the negotiator that is handling your case.
2. If the negotiator cannot resolve the issue for you then please put your complaint in writing addressed to the General Manager either by email to **andrew@diamonds-salesandlettings.co.uk** or post;

The General Manager
1 St. Fagans Street,
Caerphilly
CF83 1FZ

3. The General Manager will acknowledge receipt of your complaint in writing within 3 working days and will begin a full investigation.
4. In line with the Ombudsman guidelines a full written outcome will be sent to you within 15 working days.
5. If you are not satisfied with the full written outcome response from the General Manager you can write to the Director, either by email to **lydia@diamonds-salesandlettings.co.uk** or post;

The Director
1 St. Fagans Street,
Caerphilly
CF83 1FZ

In line with the Ombudsman guidelines the Director will respond to you with a statement of the final view of the matter within 15 working days.

6. If you are still not satisfied with the outcome, you can raise your complaint with the Ombudsman for Estate Agents <http://www.tpos.co.uk> The Ombudsman will request that you have exhausted the internal complaints procedure before contacting them. Any such referral must be made within 12 months of the final view.

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

7. When you have raised a complaint with the Ombudsman, they will write to us as agents requesting our Property File and our version of the events. A case officer will then undertake a formal review of your complaint largely based on the documents from both sides.