

Internal Complaints Procedure



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

If you have reason to complain then we have the following complaints procedure in place to ensure your concerns are investigated and a response issued.

Stage 1

You should submit your complaint in writing providing as much detail as possible. Your complaint should be sent, either by post or email to:

Jamie Armstrong, Managing Director
Evans & Partridge, Agriculture House, High Street, Stockbridge, Hampshire SO20 6HF
j.armstrong@evansandpartridge.co.uk

- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter

Stage 2

If we are unable to resolve this matter to your satisfaction, you may progress to Stage 2 of our Complaints Procedure

You should submit your complaint, in writing, setting out the reasons you are unable to accept the response at stage 1, and request a further review.

Jamie Armstrong, Managing Director
Evans & Partridge, Agriculture House, High Street, Stockbridge, Hampshire SO20 6HF
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- We will acknowledge your complaint within 3 working days.
- We will then investigate the points you have raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter

Stage 3

If we are unable to resolve the matter to your satisfaction after completion of our stage 1 and stage 2 processes, and you have no new or additional points to raise, then you may request confirmation from us that we have completed our internal complaints procedure. This should be addressed to the person who submitted the final response to you.

Should you wish to, you have 12 months to refer your complaint to The Property Ombudsman (TPOS) as our redress provider. Your complaint should be sent, either by post or email to:

The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP
admin@tpos.co.uk
Tel: 01722 333306

We will fully cooperate and release any information as requested. We will also adhere to the recommendations made as a result of a formal investigation. Details on how you can submit a complaint for review are on the attached link www.tpos.co.uk