



Complaints Procedure

We are committed to providing a professional service to all our clients and customers. This means we want to put anything right that we can and to do this we need you to tell us about it. Also, if you need help with any part of the process do contact us as we understand not everyone can communicate in the same way.

If after contacting us you wish to make a formal complaint we ask you to set this out in writing (either letter or email) to james@ettajames.co.uk or 71 Cubbington Road, Leamington Spa, Warwickshire, CV32 7AQ. Also, we might ask you for further information or to clarify any part of your complaint, this means we will be able to fully understand and respond within the timeframes set out below. How we manage the process:

Initial Reply

We will send you a reply within 3 working days of receiving your complaint to confirm we have received it and enclose this procedure if it has not already been sent.

Investigate

We will then investigate your complaint. This will be dealt with by the director who will investigate your complaint, confirming our final viewpoint on the matter in writing.

Response

A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint. On occasion we may ask for more time if you make multiple or complex submissions which means the final viewpoint letter takes longer than 15 days to get you. We will keep you updated and when you can expect the response.

Appeal

If you are still not satisfied with our final viewpoint (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.

The Property Ombudsman Contact information:

- Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
- 01722 333 306
- www.tpos.co.uk

Please note, The Property Ombudsman requires to contact them within 12 months of the date of our final viewpoint, including any evidence to support your case. TPOS requires that that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.