

## In-house Complaints Handling

Irlam Estates maintain and operate an in-house complaints procedure. Our procedure explains how to complain to our business and to the Ombudsman. Copies are readily available in our office for consumers; and is available for inspection by both the Ombudsman and/or TPO Limited.

- All verbal and written complaints will be recorded by Irlam Estates at the time they are made
- Irlam Estates agree to deal with any properly appointed representative of a Complainant.
- All written complaints will be acknowledged in writing within 3 working days and an Investigation promptly undertaken.
- A formal written outcome of our investigation will be sent to the Complainant within 15 working days.
- A senior member of staff not directly involved in the transaction will deal with the complaint.
- If the Complainant remains dissatisfied, he/she can further pursue the complaint within our business. This provides the opportunity for a speedy, separate and detached review of the complaint by staff not directly involved in the transaction.
- Such a review will be sent to the Complainant within 15 working days.
- Following the conclusion of our investigation, a written statement expressing our final view, and including any offer made, will be sent to the Complainant. This letter will also tell the Complainant how the matter can be referred to the Ombudsman, pointing out that any such referral by the Complainant must be made within 6 months of our final view.

### The Property Ombudsman:

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

Tel: 01722 333306  
Fax: 01722 332296