

DEREK B PHILLIPS

VALUERS & ESTATE AGENTS
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If something goes wrong, (Complaints)

We are happy to provide you with our complaints procedure, with information on what to do if something goes wrong;

Please write to us with as much detail as possible to our primary email address peter@derekbphillips.co.uk

We will then respond in line with the timeframes set out below.

What will happen next

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied 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.

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

PETER M PHILLIPS F.N.A.E.A.

SCOTT PHILLIPS .MNAEA

www.derekbphillips.co.uk

admin@tpos.co.uk

www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

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PETER M PHILLIPS F.N.A.E.A. SCOTT PHILLIPS .MNAEA
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Derek B Phillips is the trading name of D B Phillips Estate Agents Ltd (Co No 9044857)