



## **James Anderson Estate Agents Complaints Procedure**

If you have a complaint this document sets out the procedure which we will follow in dealing with your complaint.

1. Should you have any complaint with our service which you are unable to resolve with the individual involved you should then write to the branch/department manager in question. This complaint will be acknowledged within three working days of receipt and an investigation undertaken.
2. A formal written outcome of the investigation will be sent to you within 15 working days.
3. If you remain dissatisfied you will need to write to the Directors at James Anderson, Lambourn House, 17 Sheen Lane, London, SW14 8HY. The same limits will apply.
4. Following the investigation of our Directors a written statement of James Anderson's final view will be sent to you, this will include any offer made. This letter will confirm that you are entitled if dissatisfied to refer the matter to the Property Ombudsman for review. The Property Ombudsman can be contacted by writing to The Property Ombudsman Ltd, Millfield House, 43-45, Milford Street, Salisbury, Wiltshire. SP1 2BP or contact via [www.tpos.co.uk](http://www.tpos.co.uk) or by calling 01722 333306.

