

## A NOTE ON OUR COMPLAINTS PROCEDURE

Williams & Goodwin The Property People Ltd are committed to providing the best service possible to our clients and we endeavour to treat all clients the same regardless of the type or size of business received.

Our principal aim is to provide a service that enables clients to make informed and valid decisions relating to all manner of property matters.

We are always just a telephone call away to provide a follow up service to our clients, to try and help with further guidance, and we always hope to satisfy all our clients. However occasionally our clients may feel aggrieved or dissatisfied at the service provided, and in this respect we have drawn up a procedure to try and resolve such situations. The following sets out the procedure which we will follow in dealing with any client complaint.

1. In the first instance we would be happy to discuss any issues you may have with the office or department concerned and have found that by discussing issues many matters can be resolved. If however this is not the case we have appointed Tim Goodwin a director of the company to oversee and to deal with complaints. If you have a question or if you would like to make a complaint please don't hesitate to contact him on either 0797 709 8017, 01248 355 333 via e mail [tim@tppuk.com](mailto:tim@tppuk.com) or at 313 High Street, Bangor, Gwynedd. LL57 1UL.
2. If you have made such a complaint verbally we would be grateful if this could also be made directly in writing to Mr Tim Goodwin as soon as possible at the address given above. Our standard practise is to acknowledge a complaint within 3 working days.
3. Once we have received your written complaint a full and thorough investigation will be undertaken. We will provide a written reply within 15 working days. At this stage we will give you our understanding of the case and inform you of the outcome of our investigation, as well as let you know what actions have been taken. You will be invited to make any further comments.
4. If you remain dissatisfied you will be given the option to appeal in writing for us to undertake a prompt and detached review by a staff member not involved in the transaction. This would usually be conducted by M N Williams, at our offices at: 23 Church Street Llangefni Anglesey LL77 7DU. We will then issue a written statement setting out our review findings and expressing our final viewpoint. This will typically conclude our complaints process which should have been no more than 8 weeks from the initial complaint being received in writing.
5. If you remain dissatisfied with any aspect of our handling of your complaint or the result of the above you can refer your complaint within 12 months from the written statement to:

The Property Ombudsman, Beckett House, 4 Bridge Street Salisbury, Wiltshire SP1 2LX. Tel: 01722 333306 Fax: 01722 332296 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

