

## OUR COMPLAINTS PROCEDURE

Williams & Goodwin The Property People Ltd also trading as All Wales Auction are committed to providing the best professional service possible to all our clients endeavouring to treat them all 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.

We have found that usually informal discussions with the office can resolve most matters but if this is not the case you should put your complaint **in writing to the office or department manager** concerned including as much detail as possible. We will then respond in line with the timeframes set out below. [If you feel we have not sought to address your complaints within 8 weeks, you may refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter]

What will happen next?

1. We will send you written acknowledgement of the receipt of your complaint within 7 working days of receiving it, enclosing a copy of this procedure if you have not already seen it.
2. We will then investigate your complaint. This will normally be dealt with by the office manager or department manager who will review your file and discuss with the member(s) of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 28 working days of receipt of the original complaint confirming our review findings and final viewpoint on the matter
3. 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, without charge, from The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL 01722 333306 or e mail [admin@tpos.co.uk](mailto:admin@tpos.co.uk) .

Please note the following:

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

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

