



# HUGGINS EDWARDS & SHARP

## Complaints Procedure

Huggins Edwards & Sharp is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction.

Contact;

Nicholas Champness	Sales Director	01372 457011
Angela Campbell	Sales Director	01372 457011

Where your complaint is initially made orally, you will be requested to send a written summary of your complaint to the Director (s) of the estate agency. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. Only written complaints will be dealt with under this procedure and we will endeavour to liaise with you quickly and resolve your complaint promptly. A formal written outcome of our investigation will be sent to you no later than 15 working days of sending the acknowledgment letter. This will confirm our final viewpoint on the matter.

The address to write to is;

Huggins Edwards & Sharp, 11 High Street, Great Bookham KT23 4AA

If we are unable to resolve your complaint to your satisfaction you may approach The Property Ombudsman. Details of how to contact The Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk)

You must make your complaint to The Property Ombudsman within six months of the date of our Final Viewpoint letter.

[www.hugginsedwards.co.uk](http://www.hugginsedwards.co.uk)