

## Complaints Procedure - Lettings

Bradford & Howley Lettings is a member of the Property Ombudsman Service. We aim to provide the highest standards of service to all of our customers. Below is our complaints procedure, we aim to deal with your complaint as quickly and efficiently as possible.

### Stage One – Manager of the branch

All complaints should, in the first instance be directed in writing to the Manager of the relevant branch. They will endeavour to resolve your complaint immediately however please allow 3 working days for your complaint to be acknowledged. You will get a response and explanation within 15 working days. In your letter or email you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

### Stage Two – Andrew Bradford, Partner

If you are not satisfied with the initial response to the complaint you can write to the Partner, Andrew Bradford ([andrewbradford@bradfordandhowley.com](mailto:andrewbradford@bradfordandhowley.com)) and ask for the response to be reviewed. You can expect the Partner to acknowledge your request within 3 working days of receipt of your letter/email. He will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns. Then within 15 working days from receipt of your letter, he will set out in writing to you, his findings and recommendations as a "final view" on how he believes your complaint can be resolved.

### Stage Three – The Property Ombudsman

After you have received a response from Andrew Bradford and if you are not satisfied with his proposed resolution, you can contact The Property Ombudsman Service. Please refer to contact details below.

#### Address:

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

Email: [admin@tpo.co.uk](mailto:admin@tpo.co.uk)

Telephone 01722 333306

**Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints' procedure is exhausted.**