

## Complaints Procedure - Sales

### Information for Customers

Bradford & Howley is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

### Complaints Procedure - Sales

Bradford & Howley prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

#### Stage One – Manager of the Branch

All complaints should, in the first instance, be directed to the Manager of the relevant branch or department, they will endeavour to acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

#### Stage Two – Andrew Bradford, Partner

If you remain dissatisfied, you may address your concerns in writing to Andrew Bradford, within one month of the response from the Manager of the Branch. Your letter will be acknowledged within three working days of receipt and you will be provided with a final view written response on behalf of the Company within 15 working days of receipt of your letter.

#### Address:

Andrew Bradford  
Bradford & Howley  
12a Chequer Street  
Half Moon Yard  
St Albans  
Herts  
AL1 3XZ

Email: [andrewbradford@bradfordandhowley.com](mailto:andrewbradford@bradfordandhowley.com)

#### Stage Three - The Property Ombudsman

After you have received a response from Andrew Bradford, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman Consumer Guide or online at <http://www.tpos.co.uk> **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 process has been completed. Please see 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