

## Complaints Procedure.

### Our commitment to customers.

We aim to ensure that:

- Making a complaint is as easy as possible.
- We treat your complaint seriously.
- We deal with your complaint promptly and in confidence.
- We learn from complaints and use them to review and improve our service.

### What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

- It can be about anything and could include:
- When we do not deliver a service on time.
- When we give you the wrong information.
- When you receive a poor quality of service.
- When you have problem with a member of staff.

### How to make a complaint?

If you wish to make a complaint you can do so in any of the ways listed below:

- **By email** to [info@agentspropertyauction.com](mailto:info@agentspropertyauction.com)
- **In writing** to The Agents Property Auction  
14a Front Street  
Prudhoe  
Northumberland  
NE42 5HN
- **By fax** to 01661 832306

## Response times

We will acknowledge receipt of your complaint within 2 working days.

We will issue a full response within 10 working days.

If there is a delay in responding a full explanation will be provided.

If the matter remains unresolved you can contact The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Postal address for complaints The Property  
Ombudsman, Unit 159756, PO Box 7169,  
Poole, BH15 9EL  
Telephone 01722 333306  
Website [www.tpos.co.uk](http://www.tpos.co.uk)

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted. There is a timescale of 12 months to refer your complaint to TPO after our final viewpoint letter.

## Comments

We are happy to receive any other comments on our service to customers. Please contact us in any way mentioned above.