

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
- **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,
Unit 159756,
PO Box 7169,
Poole,
BH15 9EL
Telephone 01722 333306
Website 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.