

# Emma's

## IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. The complaint should then be emailed to [mail@emmasestateagents.co.uk](mailto:mail@emmasestateagents.co.uk). The subject line must include 'FORMAL COMPLAINT' at the start. We will then respond in line with the timeframes set out below.

### What will happen next?

- We will send you an email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. A formal written outcome of our investigation will be sent to you via email within 15 working days of sending the acknowledgement email.
- If, at this stage, you are still not satisfied, you should contact us again via email and we will arrange for a separate review to take place by a senior member of staff.
- We will then email you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd**  
**Milford House**  
**43-45 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.