

Grants Independent Complaints Procedure.

We take complaints very seriously and will endeavour to resolve and rectify a situation quickly and efficiently.

Please submit your complaint in the first instance to

The Branch Manager

You will receive a written acknowledgement in three working days confirming that the matter is being investigated and a written reply will be sent to you within 15 working days.

In The Event You Remain Unsatisfied

Please submit your complaint to:

The Managing Director, at 60 Church Street, Weybridge
KT13 8DL

The final review by the Managing Director and his conclusions will be sent to you in writing, in the rare event that the matter remains unresolved the letter will also include information of how the matter can then be referred to the Ombudsman.

The Property Ombudsman Ltd

Milford House,

43-45 Milford Street,

Salisbury,

Wiltshire,

SP1 2BP

01722 333 306

www.tpos.co.uk