



Internal Complaints Handling Procedure!

Samanthajane Ltd is committed to providing a professional and fair service to all our clients. However, when you don't agree with our decision, we hope you'd talk to us first. Write to the **office manager via email**.

In most cases, matters are amicably resolved.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below.

Here's what will happen next!

- We will write to you acknowledging receipt of your complaint within **three working days** of receiving it. We will enclose a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your complaint and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within **fifteen working days** of sending the acknowledgement letter.
- If at this stage, you are still unsatisfied, you should contact us again. This time, we will arrange for a separate review to take place by a **Director or other senior member of staff**.
- Thereafter, and after 15 working days of receiving your request for a second review, we will confirm to you our final viewpoint on the matter.

If you remain unsatisfied with our final viewpoint, or eight weeks has elapsed since you brought your complaint to our attention, you may then contact The Property Ombudsman to request an independent review:

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

Tel: 01722 333 306
Email: admin@tpos.co.uk

Please note:

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.