

## Bishop Estates Complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Once we receive your complaint

It will be handled in the following way:

- We will send you a response within three working days. This will acknowledge your complaint and ask for any further details necessary. We will also let you know the name of the person who will deal with your complaint
- Once we have received in writing from you any additional information we requested, we will start to investigate your complaint
- We will then write a response to you within 15 working days. It will outline the response received above, and any action Bishop Estate Agents intends to take as a result of your complaint
- If, after this, you have continuing concerns you may write to or email the:

You can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@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.

266 High Street, Orpington, Kent BR6 0NB [www.bishopestates.co.uk](http://www.bishopestates.co.uk)