

Internal Complaints Procedure – D B Brewers

Reviewed & Updated on 10/12/2018

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to **MISS SOPHIE PAFFETT**
Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclose/attach any supporting evidence. Please send to the below postal address/email address.

Postal Address: The Old Loos, Lower Drayton Lane, Portsmouth, Hampshire, PO6 2EL

Email Address: sophie@propods.co.uk

Stage 2—Our Acknowledgement

Your complaint will be acknowledged, and we will commence our in house complaints process

Timescale

Within 3 working days of receiving your complaint

Stage 3—Our Investigation

Your complaint will be investigated by **MISS SOPHIE PAFFETT** she will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale

Within 15 working days of receiving your complaint

Stage 4—The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to the Ombudsman:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306

Timescale

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.