

ALES CO INVESTMENT PROPERTIES

Complaints Procedure

We are committed to providing an exceptional service to all our clients and customers.

If something goes wrong, we'd like you to tell us about it. This will help us to improve our standards and processes.

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.

If you feel we have not addressed your complaints in a satisfactory manner within eight weeks, you can refer your complaint to the Property Ombudsman to consider.

Step 1. Acknowledging Your Complaint

We will send you a reply acknowledging receipt of your complaint within **three working days** of receiving it, enclosing a copy of this procedure.

Step 2. Our Investigation

We will investigate your complaint internally, speaking with all parties involved. You will receive a formal written outcome of our investigation within **15 working days** of receiving the acknowledgement letter.

Step 3. Our Final Viewpoint

If you are still not satisfied with the investigation's outcome, you should contact us again, and we will arrange for a separate review.

We will confirm our final viewpoint on the matter within **15 working days** of receiving your request for a review.

Step 4. The Property Ombudsman

If you still feel the in-house complaints procedure has not resolved the matter (or more than **eight weeks** have elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

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.