



If you're not satisfied with the service you have received from Ogilvy & Sneyd, we have created a complaints procedure. This is to help us deal with your grievance quickly, effectively and efficiently and turn a potential negative experience and situation into a positive one.

### Dealing with the complaint

Our aim is to always provide to you, our customers great service. However, sometimes this doesn't happen on these occasions, we are committed to resolving any of your issues as quickly as we possibly can. We have detailed a complaints process below:

1. Please write (letter or email) to one of our Managers with details of your complaint setting out clear reasons for your grievance(s) together with any relevant dates and any staff members you dealt with, please also attach or enclose any supporting evidence.
2. The Manager is required to acknowledge (write or email) within **3 working days** of receiving it.
3. The Manager will review your complaint and provide you with a formal written outcome within **14 working days** of receiving the complaint.
4. Should you be dissatisfied with the outcome of your complaint you may refer your complaint to the Ombudsman. Please note you must refer your complaint to the Ombudsman within **12 months** of receiving your written outcome from our Managers.

The Property Ombudsman Ltd  
Milford House,  
43-55 Milford Street,  
Salisbury,  
Wiltshire,  
SP1 2BP

01722 333306

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

