



Tylers Property Partnership Ltd

Complaints Procedure

Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include;

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor-quality service
- When you have a problem with a member of staff

How to make a complaint

If you wish to make a complaint you can contact one of our Directors;

Chris Gurney chris.gurney@tylers.net or 01223 214400
Nick Hall nick.hall@tylers.net or 01638 660303
Iain Lattimore iain.lattimore@tylers.net or 01223 214400
Alistair Brown alistair.brown@tylers.net or 01638 660303

Or in writing to;

Complaints Department, Tylers, 104 Cherry Hinton Road, Cambridge. CB1 7AJ

Or in person at any one of our offices.

Your complaint will be fully investigated and a response issued within 15 working days. If the complaint is about a Director, it will be handled by another Director.

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 Cambridge 104 Cherry Hinton Road Cambridge CB1 7AJ 01223 214400 Email: cambridge@tylers.net	 Histon 19 High Street Histon, Cambridge CB24 9JD 01223 235111 Email: histon@tylers.net	 Willingham Stocks Corner, High Street Willingham, Cambs CB24 5ES 01954 260952 Email: willingham@tylers.net	 Newmarket 16a High Street Newmarket, Suffolk CB8 8LB 01638 660303 Email: newmarket@tylers.net
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If you still remain dissatisfied, you can ask another Director to investigate the matter.

This will result in a speedy, separate and detached review of the complaint by a Director not directly involved in the transaction. This review will be sent to you within 15 working days.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has 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 333306

admin@tpos.co.uk

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.

Response times

We will acknowledge receipt of your complaint within 3 working days.

We will issue a full response within 15 working days.

If there is a delay in responding we will keep you informed of our progress.