

COMPLAINTS PROCEDURE

SILK LETTING LTD

BUSINESS BROKERS



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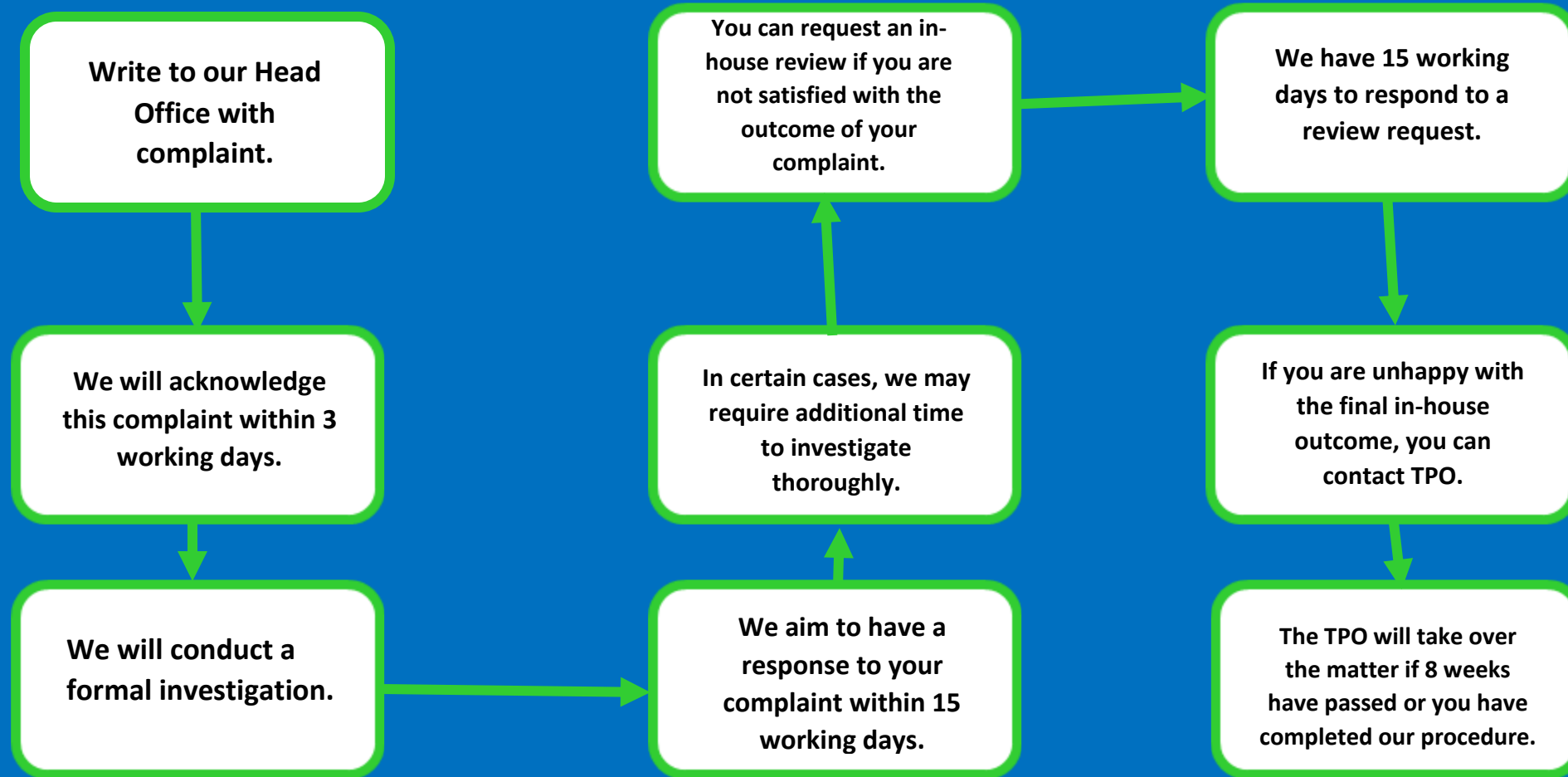
The Place To Buy Or Sell A Business In The UK.

Our Services, Professionalism, Integrity and Confidentiality are Unsurpassed.

Here at Silk Letting, we are dedicated to delivering honest and quality customer service to the highest ethical standard.

However, if for whatever reason you are not happy with the service provided by Silk Letting, please follow our complaints procedure below. We will be in contact within the allocated timescale to try and resolve the matter.

Breakdown of our Complaint Procedure



More Details

How to lodge your complaint:

- All complaints must be made in writing and sent via post to our Head Office in Manchester –

Halifax House
93-101 Bridge Street
Manchester
M3 2GX

Who will handle your complaint?

- Complaints will be dealt with impartially by our Operations Manager.

How long do we have to deal with your complaint?

- In line with our complaints regulator (The Property Ombudsman (TPO)), we have a total of eight weeks in-house to deal with your complaint. This gives us enough time to investigate the complaint thoroughly and to arrive at the appropriate resolution.

The Process

- Any complaint will be acknowledged by us in **writing within 3 working days**, at which point we will begin to conduct a full investigation into any issues or allegations.
- We will endeavour to **respond** to your complaint **within 15 working days** of receipt of your original complaint. However, if in exceptional cases we need to extend the timescale beyond the allocated time, we will keep you fully informed with an update and explanation as to the status of your complaint and investigation.
- We will write to you if this part of the process is likely to take more than 15 working days.
- Following the conclusion of our in-house review, we will provide you with a **written statement** expressing our final viewpoint. This will include how the complaint can be escalated further within our business if you are not happy with the initial outcome.
- If you request an **in-house review**, we have **15 working days to respond** to this request confirming our final decision on the matter in writing.

The Property Ombudsman (TPO)

We are regulated by **The Property Ombudsman**. Therefore, if you are not satisfied with the result of your complaint through our in-house complaint process, you can escalate the complaint to TPO free of charge if:

- We have completed our in-house complaint procedure and issued you with a final viewpoint letter, or
- 8 weeks has passed since you first complained to us in writing.

In the event that you choose to escalate your complaint to TPO, you will have 12 months from the date of our final viewpoint report in which to do so.

The Property Ombudsman can be contacted below –

- www.tpos.co.uk
- Email: admin@tpos.co.uk

