

PETER DAVID PROPERTIES COMPLAINTS PROCEDURE

We do hope that the service we provide excels your expectations and you find our company meets the standards we aim to achieve at all times.

In keeping with good business practice, Peter David Properties, a Member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by a senior member of staff and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the Manager at the relevant office as below:

HALIFAX OFFICE

Mrs Sherrie Bowers
ORP

TPO membership number D7783
361 Skircoat Green Road, Halifax HX3

BRIGHOUSE OFFICE

Mrs Fay Cartlidge
Brighouse HD6 1AQ

TPO membership number D12516
102 Commercial Street,

HUDDERSFIELD OFFICE

Mr Chris Terry
HD3 3RG

TPO membership number T03905
213 Halifax Road, Huddersfield

Your complaint will be acknowledged within **3 working days**, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within **15 working days** of receipt of your complaint.

If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the complaint reviewed by the business owner at the address given below:

HALIFAX OFFICE

Mr Noel Wood
Halifax HX3 0RP

361 Skircoat Green Road,

BRIGHOUSE OFFICE

Mr Rick Cowling
Brighouse HD6 1AQ

102 Commercial Street,

HUDDERSFIELD OFFICE

Mrs Claire Ramsbottom
HD3 3RG

213 Halifax Road, Huddersfield

The business owner will issue a written statement within **15 working days** setting out the review findings and expressing the company's final viewpoint.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the The Property Ombudsman within a **12 month** timescale from our final viewpoint letter. You are also entitled to have your complaint referred to

the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure.

The Property Ombudsman Ltd

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

www.tpos.co.uk

Please note the following:

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

We would hope we can resolve any issues for you. However, we do appreciate on occasions things can go wrong and customers feel the need to complain. We hope the above clarifies our procedures.

(updated May 2024)