

### **Our Complaints Procedure**

BB Properties trading as Wilsons LTD strive to provide a first-class service. If however, there is any cause for complaint we have a procedure which is detailed below. We are subject to the Code of Practice for Residential Estate Agents as set out by The Property Ombudsman. It should be noted that The Property Ombudsman will not investigate complaints before a complainant has fulfilled a proper internal complaints procedure and received a final response from the estate agent.

#### **Stage one - Your complaints**

Any complaint should be made in writing to 34 Stansell Road, Killams Park, Taunton, Somerset, TA1 3GG providing the basis and details of the complaint and submitted to a director who will deal with it as quickly and fairly as possible.

#### **Stage two - Our Acknowledgement**

All written complaints will be acknowledged within three working days and a proper investigation will be promptly undertaken. A formal written outcome of our investigation will be sent to the complainant within 15 working days of sending the acknowledgment letter. If, at this stage a complainant remains dissatisfied, he or she may request a further review in writing. This will be acknowledged and a review undertaken with the final viewpoint on the matter, being sent to the complainant in writing within 15 working days of receiving the review request.

#### **Stage three – Our Investigation**

Your complaint will be investigated and we will provide a formal response addressing your complaints and proposing resolution within 15 working days of receiving your complaint.

#### **Stage four- Final Viewpoint**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by us. This will outline our final viewpoint on the matter. This will take 15 working days of receiving your request for a further review.

#### **Stage five – The Property Ombudsman**

Following the conclusion of our investigation, if the complainant is still not satisfied or more than eight weeks has elapsed since the complaint was first made, the matter can be referred to The Property Ombudsman for an independent review. This must be submitted by the complainant, including evidence to support the case, within twelve months of receiving our final viewpoint letter. Below are contact details for the Property Ombudsmen.

The Property Ombudsman  
Milford House, 43-55 Milford Street,  
Salisbury, Wiltshire, SP1 2BP  
01722 333 306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

A leaflet providing details of how to contact The Property Ombudsman for Estate Agents will be provided to complainants.