

## Complaints Procedure

### **Making a complaint**

Big Skies Estates is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints process in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

### **Stage One - Branch Manager**

Complaints should, in the first instance, be directed to the Manager of the estate agency branch you have been dealing with. They will acknowledge your complaint within three working days of receipt, carry-out a full and thorough investigation and provide a written outcome of this investigation within fifteen working days.

### **Stage Two - Director**

If, after you have dealt with the local branch manager, you remain dissatisfied you may address your concerns, in writing, to one of our senior management team not involved in the transaction. They will then undertake a prompt and detached review into the matter and issue a written statement within 15 working days setting out the review findings and express their final viewpoint. This letter will also refer to our membership of The Property Ombudsman and the timescales involved in the next stage.

The address to write to is:

#### **Big Skies Estates**

**10 High Street**

**Holt**

**Norfolk**

**NR25 6BQ**

Or email: [enquiries@bigskiesestates.co.uk](mailto:enquiries@bigskiesestates.co.uk)

### **Stage Three - The Property Ombudsman**

If you remain dissatisfied with the outcome of your complaint after dealing with the local branch and a member of the senior management team, and once you have received a Final Viewpoint letter from a member of the senior management team, you may approach the Property Ombudsman.

Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. The address is as follows: **Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP**. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk)

You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.

The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.

The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.