

Customer Complaints Procedure

Stuarths Residential Ltd is a member of the Property Ombudsman Scheme and aims to provide the highest standards of service to all consumers, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to Stuart Nash at the address below:

**Stuarths Residential Ltd, The Nib, Priory Health Park,
Glastonbury Road, Wells, BA5 1XJ**

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established 'in-house' procedures.

A formal written outcome of the complaint will be sent to you within 15 working days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

Following the conclusion of our in-house review we will write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to The Property Ombudsman, 55 Milford Street, Salisbury, Wiltshire, SP1 2BP.