

# Customer Complaints

## Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or e-mail) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

### **Stage 1 – Your Complaint**

Please put your complaint in writing either by letter or e-mail and address it to Stuart Nash – Managing Director. Please include as much detail as possible, including dates, names of any members of you dealt with, and where you can enclose/attach any supporting evidence.

The Nib, Priory Health Park, Glastonbury Road, Wells, BA5 1XJ  
[stuart.nash@stuar  
tsresidential.com](mailto:stuart.nash@stuar<br/>tsresidential.com)

### **Stage 2 – Our Acknowledgement**

Timescale: Within 3 working days of receiving your complaint

Your Complaint will be acknowledged, and we will start our in-house complaints process.

### **Stage 3 – Our Investigation**

Timescale: Within 15 working days of receiving your complaint

Your complaint will be investigated, and Stuart Nash will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

### **Stage 4 – Final Viewpoint**

Timescale: Within 15 working days of receiving your request for a further review.

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Stuart Nash. This will outline our final viewpoint on the matter.

### **Stage 5 – The Property Ombudsman**

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

If our final viewpoint letter does not resolve matters (or more that 8 weeks has elapsed since the complaint was first made) you can request and independent review from the Property Ombudsman without charge.

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

**If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman. No charge will be made for any complaint we handle.**

01749 672678 | 01278 448643 | 01823 587201



Stuar  
ts Residential Ltd is accredited by SafeAgent (Accreditation Number: A3704)  
and is a member of The Property Ombudsman Scheme (Membership Number: D5573)

Registered Office: The Nib, Priory Health Park, Glastonbury Road, Wells, BA5 1XJ  
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