

Stevens Estate Agents

Complaints policy

Stage one

Raise initial complaint with the owner

We would request that you make your complaint in writing to the owner of our company. Upon receipt of your complaint he will assess your submission and will respond within five working days of receiving your written complaint.

Contact details: James Stevens

Stevens Estate Agents 15 Charter Place, Okehampton, Devon, EX20 1HN

01837 53300

james@stevensstateagents.com

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

Stage two

Not satisfactory

Should you feel we have not satisfactorily dealt with the matter please let us know by writing to the owner of our company using the same contact details as above. This must be done within 28 days of the letter from the owner of the company in stage one. Your correspondence will be acknowledged within five working days and he will issue a Final Viewpoint letter within a further 10 working days.

Stage three

Property Ombudsman

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman. The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306

email: admin@tpos.co.uk

website: www.tpos.co.uk

post: TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.