

# 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 and acknowledge your submission within three working days of receiving your written complaint.

Your complaint will be investigated, and James Stevens will provide a formal written response within 15 working days addressing your specific complaints and proposing resolutions where appropriate

Contact details for sending your complaint:

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

01837 53300

[james@stevensstateagents.com](mailto: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

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place.

This will outline our final viewpoint on the matter and will be sent to you within 15 working days of your request for a further review.

### 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](mailto:admin@tpos.co.uk)

website: [www.tpos.co.uk](http://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.

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

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.*