



## **COMPLAINTS HANDLING PROCEDURE** **RESIDENTIAL LETTINGS**

1. In the first instance please contact the Department Manager at the branch you have been dealing with. Please put your complaint in writing so that we have a full understanding of the reasons for your complaint. Your grievance will be acknowledged in writing within 3 working days and investigated in accordance with our 'in house' procedures and a reply sent to you within 15 working days from receipt of your complaint.
2. If you are not satisfied with the outcome of the initial investigation, you can refer your complaint to our Residential Lettings Director to be reviewed. Please send your written complaint to:-

Simon Pinkney  
Residential Lettings Director  
Field Palmer  
2 & 4 New Road  
Southampton  
SO14 0AA  
Email: [simonpinkney@fieldpalmer.com](mailto:simonpinkney@fieldpalmer.com)

Your grievance will be acknowledged in writing within 3 working days and reviewed as quickly as possible and a reply sent to you within 15 working days from receipt of your complaint.

3. If you are not satisfied with the outcome of the initial investigation and review, you can refer your complaint to our Managing Director for a final review. Please send your written complaint to:-

Mr Mark Gilbert  
Managing Director  
Field Palmer  
2 & 4 New Road  
Southampton  
SO14 0AA  
Email: [hq@fieldpalmer.com](mailto:hq@fieldpalmer.com)

Your grievance will be acknowledged in writing within 3 working days and a final review carried out as quickly as possible and you will receive a written reply within 15 working days from receipt of your complaint.

4. If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. Please, therefore, send your complaint within 12 months to our approved provider namely:-

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

