

## In-house 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 email) 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 email and address it to S Vance & co Complaints Team Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

S Vance & co  
171 Rose Lane  
Liverpool  
L18 5EA  
Email: [info@svance.co](mailto:info@svance.co)

### Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process

#### Timescale

Within 3 working days of receiving your complaint

### Stage 3—Our Investigation

Your complaint will be investigated and a member of our team will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

#### Timescale

Within 15 working days of receiving your complaint

### Stage 4—Final Viewpoint

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

#### Timescale

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

### Stage 5—The Property Ombudsman

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

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306

[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

#### Timescale

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.*