



# Tylers Property Partnership Ltd

## Complaints Procedure

### Our commitment to customers

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

### What is a complaint?

A complaint is when you tell us you are not happy about the service we provide.

It can be about anything and could include;

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

### How to make a complaint

If you wish to make a complaint you can contact one of our Directors;

Chris Gurney      [chris.gurney@tylers.net](mailto:chris.gurney@tylers.net) or 01223 214400

Nick Hall      [nick.hall@tylers.net](mailto:nick.hall@tylers.net) or 01638 660303

Iain Lattimore      [iain.lattimore@tylers.net](mailto:iain.lattimore@tylers.net) or 01223 214400

Alistair Brown      [alistair.brown@tylers.net](mailto:alistair.brown@tylers.net) or 01638 660303



**Or in writing to;**

Complaints Department, Tylers, 104 Cherry Hinton Road, Cambridge. CB1 7AJ

**Or in person at any one of our offices.**

Your complaint will be fully investigated and a response issued within 15 working days. If the complaint is about a Director it will be handled by another Director.

**If you still remain dissatisfied you can ask another Director to investigate the matter.**

This will result in a speedy, separate and detached review of the complaint by a Director not directly involved in the transaction. This review will be sent to you within 15 working days.

If you are still unhappy with our response you can contact the Ombudsman

**The Property Ombudsman**

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

**01722 333306**

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

The Ombudsman will not normally investigate a complaint unless the internal complaints procedure has been exhausted.

**Response times**

We will acknowledge receipt of your complaint within 3 working days.

We will issue a full response within 15 working days.

If there is a delay in responding we will keep you informed of our progress.