



## Cockburn Complaint Procedure

We are members of The Property Ombudsman (TPO) and as such aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level without the need for further escalation. In the first instance, speak to person currently assisting you.

1. If not resolved, please advise the Manager of your complaint, in writing. The Manager will acknowledge the complaint (within three working days) and make contact in order to resolve. *NB – if you are already dealing with a Manager, then your complaint will be escalated to a Director (see 3.)*
2. If not resolved, the Manager will investigate further and respond with fifteen working days with a written report.
3. If not resolved, the matter will be escalated to a Director who will further investigate and report within 15 days with a Final Review including any offer we are willing to make.
4. If not resolved, please refer the matter to The Property Ombudsman ( [www.tpos.co.uk](http://www.tpos.co.uk) ) within twelve months of our Final Review.