

## **SHORTLAND HORNE** **IN-HOUSE COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible and send it to the email: [lcollins@shortland-horne.co.uk](mailto:lcollins@shortland-horne.co.uk) for an initial point for contact. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from either The Property Redress Scheme, The Property Ombudsman or Propertymark:

Shortland Horne Redress Scheme:  
PRS Membership Number: PRS011810

Property Redress Scheme, Premiere House  
Elstree Way, First Floor,  
Borehamwood, Hertfordshire  
WD6 1JH

Tel: 0333 321 9418

[info@theprs.co.uk](mailto:info@theprs.co.uk)  
[www.theprs.co.uk](http://www.theprs.co.uk)  
Registered No 08994516

The Property Redress Scheme requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

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The Property Ombudsman:  
Milford House 43-55  
Milford Street  
Salisbury  
Wiltshire SP1 2BP

Tel. 01722 333 306

admin@tpos.co.uk  
www.tpos.co.uk

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

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Propertymark  
Arbon House, 6 Tournament Court  
Edgehill Drive, Warwick CV34 6LG

Tel: 01926 496791

[complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
[propetymark.co.uk/professional-standard/complaints](http://propetymark.co.uk/professional-standard/complaints)

Go to the Propertymark website and download a complaint form.