

INTERNAL COMPLAINTS PROCEDURE

Here at Heritage Properties (Essex) Limited 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. We will then respond in line with the timeframes set out below. Your complaint should be sent to Stephen Howard who is the area manager at 3b Manchester House, Church Street, Coggeshall, Essex CO6 1TU or showard@essexheritage.co.uk.

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. We will review your file and speak to any members of our team who were involved. 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. Should you wish to escalate to this stage then please write to Andy McManus who is the director of the company at 3b Manchester House, Church Street, Coggeshall, Essex CO6 1TU or andy@essexheritage.co.uk.
- 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 remain dissatisfied, you can then contact The Property Ombudsman (TPO) to request an independent review:

**The Property Ombudsman,
Milford House, 43 - 55 Milford Street,
Salisbury, Wiltshire, SP1 2BP
www.TPOS.co.uk
01722 333306,**