

Simon & Company
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help@simonac.co.uk



Simon & Co Lettings - Complaints Procedure

As a Simon & Co customer, you expect a first-class service from us, and we aim to provide it. We have high standards, but if you believe we have made a mistake, please get in touch with us as soon as possible and we will do everything we can to put it right.

We are also subject to the rules of The Property Ombudsman. In general terms this gives customers who are unable to resolve a complaint against us the right to have this reviewed by an independent person – the Ombudsman.

We hope that our complaints procedure will resolve any complaint without the need for you to contact The Property Ombudsman. Please note that the Ombudsman will not investigate your complaint before you have completed our complaints procedure and received a letter from us giving our final response.

This page shows the steps in our complaint's procedure. At every stage we promise to listen, to do everything we can to resolve your problem and to make sure you're happy with the way we do it.

Simon & Co Estate Agents 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. 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 The Property Ombudsman without charge.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

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

[**www.tpos.co.uk**](http://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.