

Complaints Procedure

Keith Clough Properties is committed to the highest standards providing a professional service to all our customers and clients. We understand that sometimes things can go wrong but we are here to resolve any issues with the minimum of inconvenience.

Making a complaint

If you have a complaint, please put as much information as possible in an email (preferably) we will acknowledge your complaint within three working days. The Office Manager will conduct a full investigation into the complaint and a full written response with the outcome will be sent within 15 working days.

If you feel the matter remains unresolved, then the complaint will be reviewed by a Senior staff member, and you will receive a final outcome within 15 working days.

In the unlikely event you are still not satisfied with the outcome of the complaint, you may refer the matter to the Property Ombudsman who will give an independent review: -

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

01722 333 306
admin@tpos.co.uk
www.tpos.co.uk