



Woodward Estate Agents are fully committed to the highest standards of service and compliance, and we are bound by The Property Ombudsman code of practice.

We understand that sometimes things can go wrong and if they do, we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible.

We have a standard procedure for handling complaints which is as follows:

All written complaints must be sent in writing to info@woodward.co.uk or Woodward Estate Agents, The Old Fire Station, 90 High Street, Harrow on the Hill, HA1 3LP, we will acknowledge your complaint within 3 working days and a proper investigation will be promptly undertaken. We will send you a formal written outcome of our investigation within 14 working days, a senior member of staff will deal with the complaint.

If you feel dissatisfied after this, please provide a copy of your written summary with a covering letter requesting further investigation and this should provide you with an opportunity for a separate and detached review of the complaint by a member of staff not directly involved with the transaction.

This will be our final viewpoint letter and such a review will be sent to you within 10 working days after you express your dissatisfaction to our response,

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

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

Tel No.: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to our office, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from the branch and a recommendation will be made to the Ombudsman who will then make a final decision which is binding.