

# Grace & Edward

## Complaints Handling Procedure

If you have a complaint this letter sets out the procedures that will be followed in dealing with your complaint.

1. In the first instance please contact:

The Managing Director  
Grace and Edward Ltd  
Oravia House  
Trevarthian Road  
St Austell  
Cornwall  
PL25 4BH

Email: [info@graceandedward.com](mailto:info@graceandedward.com)  
Tel: 07872329255

We will acknowledge your complaint within 3 working days (include a copy of our in-house complaints procedure within our acknowledge).

2. Upon receipt of your complaint you will be notified of the name and contact details of the Director appointed to deal with your case.
3. Where your complaint is initially made orally, you will be requested to provide us with a written summary of your complaint.
4. Once we have received your written summary of the complaint, we will contact you in writing within 7 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this. A full and thorough investigation will then be undertaken.

If we are unable, for practical reasons, to respond within the required timescale, we will provide an estimate of when we expect to be able to complete your investigation.

5. Within 15 days of receipt of your written summary, the person dealing with your complaint will write to you, in order to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will undertake a prompt and detached review by an alternative staff member not involved in the original investigation.

7. We will then issue you with a reviewed written statement setting out the findings and expressing our final viewpoint on the raised complaint (including any offer being made). The Grace and Edward Ltd Membership number and contact details for The Property Ombudsman (TPO) will be included should you remain dissatisfied with the finding of the reviewed written statement.

Grace and Edward Ltd is a member of The Property Ombudsman (TPO).

The Property Ombudsman can only consider complaints:

- If you have received our final reviewed viewpoint letter and remain dissatisfied, or
- If eight weeks have passed from the receipt of our complaints procedure and the issue remains unresolved.

You have a 12 month period in which to refer the matter to TPO.

The Property Ombudsman Services contact details are as follows:

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

Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Telephone: 01722 333306