

St. George Property Group are committed to the community we serve, by offering the highest level of customer service. One of the ways we do this is by listening and putting into action the views of our customers.

We hope you never need to, but to understand how to make a formal complaint, please read our Complaints Procedure.

## **Complaints Procedure for** **ST. GEORGE PROPERTY GROUP LTD**

When looking for your new home or selling one of the biggest assets you may ever own, we at **St. George** understand that sometimes, things don't always run as smoothly as we hoped for. We believe in treating all our customers fairly, and will always do our absolute best to correct any errors by having a full understanding of:

**What went wrong and why?**

**Understanding how we can resolve the matter.**

**Explaining what we have done, and how we will move forward.**

### **To commence a full complaint...**

So that we can understand and work with you to resolve the matter, we need to know what has happened for you to raise the complaint.

#### **Stage One:**

Please contact the Branch Managing Partner who will have first-hand knowledge of you and your property. They will work with you smoothly and quickly to resolve the matter.

#### **Stage Two:**

If you believe your formal complaint has not been resolved at the branch level, then please raise your complaint with our Director, Andy French. Complaints can be submitted using the email address: [halstead@stgeorgepropertygroup.co.uk](mailto:halstead@stgeorgepropertygroup.co.uk)

Our Director will receive your letter of complaint within 3 working days, and having liaised with the Branch Managing Partner, a full response will be provided within 15 working days.

#### **Stage Three:**

Passing your complaint to The Property Ombudsman

If our Director has been unable to resolve your complaint, or more than 8 weeks have passed since you first made your complaint, you can refer your complaint to The Property Ombudsman. This is a FREE Independent Service, and they will undertake a full review of your complaint.

**The Property Ombudsman (TPO)**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

**01722 333 306**  
**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**  
**tpos.co.uk**

You must be aware that any complaint raised with The Property Ombudsman must be made within 12 months of receiving our full and final response.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.