

## Forum Sales & Lettings Complaints Procedure

- 1) Please write (by letter or email) to Mr Ashley Babbs (Partner) with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.
  
- 2) Ashley is required to acknowledge your complaint in writing (letter or email) within 3 working days of receiving it.
  
- 3) Ashley will review your complaint and provide you with a formal written outcome of his investigation within 15 working days of receiving the complaint.
  
- 4) Should you not be satisfied with the Ashley's response you may write to us at the address below and we will carry out a separate and detached review of your complaint resulting in a final view ("Final View") which will be sent to you within 15 working days of the matter being escalated to us.  
  
Malcolm Brayshaw, Partner, Forum Sales & Lettings, 15 Salisbury Street, Blandford Forum, Dorset, DT11 7AU
  
- 5) Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Ombudsman whose details are below and at the rear of this document. Please note that you must refer your complaint to the Ombudsman within 12 months of receiving our Final View for the Ombudsman to consider it

(Please note all complaints must be in writing)



The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)