

PORTERS Ltd COMPLAINTS PROCEDURE

PORTERS Estate Agents prides itself in giving a friendly, professional and efficient service. It is with this in mind that any complaint should be put in writing.

Complainants will receive a reply as soon as practicably possible, but in any case within 21 working days. This may be an interim response, but a full reply to any complaint will be furnished within 28 working days from receipt of the first communication received at PORTERS.

Write directly to Mrs Sherrie Thomas at 73-75 Nolton Street, Bridgend, CF31 3AE or bridgend@porters-uk.com

If you are not satisfied with the finding you may appeal to Rebecca Porter at 73-75 Nolton Street, Bridgend, CF31 3AE or bridgend@porters-uk.com within 15 working days of Sherrie Thomas' response, stating the grounds for your appeal. When she responds, this will be our final viewpoint.

If you are still not satisfied you have the right to appeal to the Property Ombudsman at Milford House, 43-55 Milford Street, Salisbury, SP1 2BP. You should do this within twelve months from the date of our final viewpoint letter.

The TPO will then carry out an independent and impartial review of the case.

The above code of practice does not affect your statutory rights.