



## Cobble Country Property



### IN-HOUSE COMPLAINTS PROCEDURE

1. If you have a problem relating to Cobble Country Estate Agents, please discuss this with one of our branch staff. Our aim is to deal with your problem sympathetically, fairly, and quickly.
2. If you feel that the matter is not being resolved to your satisfaction, please ask to speak to the Manager of the Branch. The Manager will try to resolve the matter on the day you raise your complaint, although whether this is possible it will, of course, depend on the nature of the complaint.
3. If the response by our Branch Manager does not resolve the matter to your satisfaction, you can ask the Manager to refer the complaint to our Managing Director, alternatively you can write to him:

Mr N Close, Managing Director, Nigel Close Ltd, 59, Main Street, Sedbergh, LA10 5AB.

A letter of acknowledgement will be sent to you within 3 working days. It will also: Set out our understanding of your complaint, and state when we will be able to reply in greater detail. You may also be asked for additional information if this is required to assist resolving the matter. A formal written outcome of this investigation will be sent to you within 15 working days.

In all but exceptional cases, by the end of eight weeks following receipt of your complaint, Cobble Country Estate Agents will have given you its final response by letter. This will be accompanied by The Property Ombudsman Consumer Guide.

4. If you are still not satisfied with the steps taken by Cobble Country Estate Agents, you can write to: The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP (Telephone: (01722) 333306 or e-mail: [admin@tpo.co.uk](mailto:admin@tpo.co.uk)).
5. The Property Ombudsman will consider your complaint, taking in to account any points made by you and Cobble Country Estate Agents. The Ombudsman may, however, refuse to investigate a complaint where your issue refers to something that happened more than 12 months before you complained in writing to the Member Agency, or you referred your complaint to the Ombudsman more than six months after you received the Member Agency's final offer of settlement or answer.
6. The Ombudsman's Office may try to settle the dispute by agreement between you and Cobble Country Estate Agents. If this is unsuccessful, the Ombudsman will consider all the relevant factors and make a decision according to what he believes to be fair in all the circumstances.

7. The Ombudsman will send his decision to you and Cobble Country Estate Agents. You can accept or reject his decision. If you reject the Ombudsman's decision, it will lapse and you are free to do as you wish. If you wish to take legal action, you can do so. Your legal rights will not have been affected by the Ombudsman's decision.

**The Property Ombudsman Ltd  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP**

**01722 333 306**

**[www.tpos.co.uk](http://www.tpos.co.uk)**

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.