

SANSOME & GEORGE

Complaints Procedure

1. Sansome & George is a Member of The Property Ombudsman's Scheme and we aim to provide the highest standards of service to all our Customers. To ensure that your interests are safeguarded, an Internal Complaints Procedure has been implemented. This provides for the matter to be dealt with internally by the Office Manager, the Department Head or another appropriate person. In the event that we are not able to deal with the matter to our mutual satisfaction after following our Internal Complaints Procedure you may refer your complaint in writing to the Property Ombudsman.

2. Should you have any issues with Sansome & George's service which you are unable to resolve with the sales consultant or Branch Manager, you should write to

Mr David G Sansome (Managing Director)
Sansome & George Group Head Office
41 – 43 Winchester Street
Basingstoke,
Hampshire, RG21 7EF

This complaint will be acknowledged within 7 working days of receipt investigation undertaken. A formal written outcome of the investigation will be sent to you within 21 working days expressing Sansome & George's final view.

3. In the event that the investigation carried out as detailed above still fails to satisfy your complaint, then you are at liberty to refer the complaint in writing to the Property Ombudsman at Milford House, 43 -45 Milford Street, Salisbury, Wilts SP1 2BP 01722 333306 email info@tpos.co.uk Website <https://www.tpos.co.uk> to whom information will be provided by this Company. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters expeditiously i.e. within 8 weeks from the date of written notification to ourselves.