



## COMPLAINTS PROCEDURE

Do you have a complaint?

We are committed to providing a service of the very highest standards. Barton Real Estates are members of The Property Ombudsman Service (TPOS).

In the unlikely event that you would like to make a complaint please tell us exactly what you are unhappy about and what you would like us to do to about it. You can do this in writing to: -

Barton Real Estates Ltd  
Complaints Handling - Branch Manager  
51-53 Moorgate Street,  
Rotherham, S60 2EY

Alternatively you may wish to email your complaint to:

[mark@bartons-net.co.uk](mailto:mark@bartons-net.co.uk)

By putting your complaint in writing it helps us to understand the issues of concern. We can thereafter investigate matters and regardless of the outcome respond within three working days of receipt.

- You will be advised in our response, who is responsible for investigating your complaint.
- You will receive a full response within 15 days of our receiving your complaint.
- If we do not hear from you within 8 weeks of our detailed response then we will assume that the matter has been address and our files will close accordingly.

If you are still unhappy with our detailed response please let us know. We will again respond within three written days.

A detailed response will be provided within fifteen working days of receiving your request for a second review of your complaint.

If you are unhappy with our response you are entitled to contact The property Ombudsman at the following address: -

The Property Ombudsman Service  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Please note that you will need to complete our internal complaints procedure before contacting the Ombudsman.