

## WHEN THINGS DON'T GO TO PLAN.

At Horler's we continually strive to provide our customers with the very best service possible but we understand that very occasionally things can go wrong.

By contacting us early with any problems, we can hopefully work with you to understand what we can do to help to ensure things get better before they get worse.

The below guide gives you information on how best to make us aware of any issues or your views so we can deal with things quickly and professionally for you.

### HOW TO REPORT A COMPLAINT

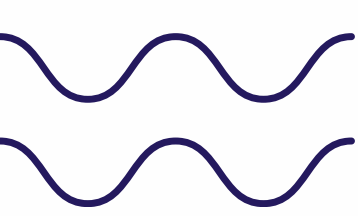
First of all reach out to us. Tell us what your concerns are and which part of the service you are unhappy about. You can call us, email us or drop it in to us in writing.



**Horler and Associates Lettings Ltd.**  
**Sales- 242 Dedworth Road,**  
**Windsor, Berkshire. SL4 4JR**  
**Phone: 01753 62.1234**  
**Email: info@horler.co.uk**

**Lettings- 211 Clarence Road,**  
**Windsor, Berkshire. SL4 5AN.**  
**Phone: 01753 62.1234**  
**Email. Lettings@horler.co.uk**

**Datchet- 9 The Green Datchet,**  
**Berkshire**  
**SL3 9BJ**  
**Phone: 01753 546667**  
**Email datchet@horler.co.uk**



## WHAT HAPPENS NEXT?

We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



**The Property Ombudsman Milford House 43-55  
Milford Street Salisbury Wiltshire SP1 2BP  
Phone: 01722 333 306 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [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 from the date of our final viewpoint , 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.**