

Complaints Handling Procedures for Commercial Agency

In the event that you have reason to submit a formal complaint in respect of our Commercial Agency Services please note the below procedure is in place to ensure we handle your complaint efficiently and professionally.

- 1) Please submit your complaint in writing, by post to:

PS&B – Commercial Agency
32 Queens Road
Brighton
BN1 3YE
Please head your letter “Formal Complaint”.
- 2) We will acknowledge receipt of your complaint in writing within three working days.
- 3) Mr Simon Thetford, the Head of Commercial Agency, will review your complaint and you will receive a formal response within 15 days.
- 4) If you remain dissatisfied with our response you may submit your reasons in writing, by post please, with the letter headed “Formal Complaint” and addressed to Mrs Karen Baker, Director, who will respond with a final decision within 15 days from the referral date. Your letter should be supported by a copy of all preceding complaint correspondence.
- 5) If you remain dissatisfied with our final decision we will advise you of your right to refer your complaint to The Property Ombudsman: Property who will independently review the complaint in accordance with their procedures. Their details are as follows:



The Property Ombudsman:
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
☎: 01722 333306
Website: <https://www.tpos.co.uk>

Please note The Property Ombudsman will not accept referrals prior to PS&B – Commercial being given the opportunity to resolve your complaint directly via the above complaints procedure. 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