

## Complaints Estate Management Services

In the event that you have reason to submit a formal complaint in respect of our Estate Management 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 – Estate Management  
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) Mrs Samantha Whittington, Head of Estate Management, 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 Mr Michael Barber, 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 in-house complaint procedure (or more than 8 weeks has lapsed since the complaint was first made) then he/she can take the matter up with “The Property Ombudsman” **WITHOUT CHARGE**: 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>

Email complaints: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Please note The Property Ombudsman will not accept referrals prior to PS&B – Estate Management 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