

## Complaints Residential Sales

In the event that you have reason to submit a formal complaint in respect of our Residential Sales 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 – Residential Sales Service  
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 Darren Williams, the Head of Residential Sales, 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, (or more than 8 weeks has elapsed since the complaint was first made) 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. You can request an independent review from The Property Ombudsman without charge. 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 – Residential Sales being given the opportunity to resolve your complaint directly via the above complaint's 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.