



## **COMPLAINTS PROCEDURE (SALES)**

Wainwright Estates are committed to providing a service of the very highest standard.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

Most complaints can be dealt with in branch by one of the partners.

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### **STAGE ONE**

If you feel, after speaking with the partners, that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by email to [sales@wainwrightestates.co.uk](mailto:sales@wainwrightestates.co.uk) or by letter to Wainwright Estates, 3 The Westbrook Centre, Grassmere Lane, Waterlooville, Hampshire PO7 8SE.

Your complaint will be acknowledged within 3 working days of being received. The relevant partner will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of the investigation you will be advised of the outcome in writing and within 15 working days of receipt of the written complaint.

### **STAGE TWO**

If, after receiving the response from stage one, you feel that your complaint and the matter in hand has not been resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) without charge as below. The steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman – Sales  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333306  
admin@tpos.co.uk  
www.tpos.co.uk

**Please note than any referral to  
The Property Ombudsman must be  
undertaken within 12 months of the  
complaint first being reported.**

## **COMPLAINTS PROCEDURE (LETTINGS)**

Wainwright Estates are committed to providing a service of the very highest standard.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you so that we can investigate matters which will also help us to improve our service.

**In most cases we may be able to resolve your issue quickly and to your satisfaction without the need for formal complaint and you are encouraged, in the first instance, to address these in branch with the relevant branch partner.**

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### **STAGE ONE**

If you feel, after speaking with the relevant partner, that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by email to [sales@wainwrightestates.co.uk](mailto:sales@wainwrightestates.co.uk) or by letter to Wainwright Estates, 3 The Westbrook Centre, Grassmere Lane, Waterlooville, Hampshire PO7 8SE.

Your complaint will be acknowledged within 3 working days of being received and an investigation will be carried out. Upon completion of the investigation and within 15 working days of receipt of your complaint, you will be contacted in writing by the person of relevant authority and advised of the outcome by way of a final viewpoint letter.

### **STAGE TWO**

If, after receiving the response from stage one, you feel that your complaint and the matter in hand has not been resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) without charge as below. The formal steps outlined above must be completed in full before proceeding through this route.

The Property Ombudsman – Sales  
Milford House  
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Salisbury, Wiltshire  
SP1 2BP  
01722 333306  
admin@tpos.co.uk  
www.tpos.co.uk

**Please note than any referral to  
The Property Ombudsman must be  
undertaken within 12 months of  
receiving our final viewpoint letter.**