

Complaints Procedure

If you wish to make a complaint about services you have received from Bamptons you should, in the first instance, contact the member of staff who provided that service. That person will normally acknowledge receipt of your complaint within 3 working days and provide a reasoned answer to your complaint within a further 15 working days.

If that answer does not satisfy your concerns you should write to either Judith Russell or Wade Barker at Kent Innovation Centre, Millennium Way, Broadstairs CT10 2QQ. They will initiate such enquiries as are considered necessary and will endeavour to respond within four weeks.

In the event of the matter remaining unsettled they may arrange for it to be referred to a suitably experienced independent mediator for review.

Once the above has been completed Bamptons will issue a final written statement to you setting out the review findings and final viewpoint.

If, as the complainant, you are still not satisfied with our service after the last stage of our in-house complaint procedure (or more than eight weeks has elapsed since your complaint was first made) then you can take the matter up, without charge, with The Property Ombudsman (TPO) of which Bamptons is a member.

You have twelve months from the date of the final written statement to apply to TPO, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP Tel: 01722 333306 email: admin@tpos.co.uk web: www.tpos.co.uk