



Here at Bowyer Estates, we are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible & please make it clear you are writing to us in line with the In-House Complaints Procedure. We will then respond in line with the timeframes set out below.

Your complaint should be sent to Claire Jones, Sales & Lettings Supervisor, 19 Hooker Street, Northwich, Cheshire, CW8 1BY - generalenquiries@bowyerestates.co.uk

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. We will speak to all members of our team who were involved. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our Director. Should you wish to escalate to this stage, please write to Clare Bowyer, Director, Bowyer Estates, 19 Hooker Street, Northwich, CW8 1BY – clare.bowyer@bowyerestates.co.uk
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure, (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306 - admin@tpos.co.uk - www.tpos.co.uk

Please note the following:

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.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.