



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.

What will happen next?

- Once received, 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](mailto: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](mailto:admin@tpos.co.uk) - [www.tpos.co.uk](http://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.

**CONTACT PROPERTYMARK**

**WE ARE MEMBERS OF PROPERTYMARK.**

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk) [www.propertymark.co.uk/professional-standards/complaints](http://www.propertymark.co.uk/professional-standards/complaints)

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[www.propertymark.co.uk/find-an-expert](http://www.propertymark.co.uk/find-an-expert)

