



Hound and Porter Ltd

Complaints Procedure

At Hound and Porter Ltd, we are committed to providing high-quality services to all of our clients. If something goes wrong, we want to know about it so that we can put things right, learn from the experience, and continually improve.

1. How to Make a Complaint

If you are dissatisfied with any aspect of our service, please contact us as soon as possible using one of the following methods:

- By email: admin@houndandporter.co.uk
- By post: Hound and Porter Ltd, 58 Castle Walk, Reigate, RH2 9PX
- By phone: 01737 317880

Please include your full name, contact details, and a clear description of your complaint.

2. Acknowledgement of Your Complaint

We will acknowledge receipt of your complaint within **3 working days**.

3. Investigation and Response

- A manager or director will investigate your complaint thoroughly and fairly.
- We aim to provide you with a full written response within **20 working days**.
- If we need more time to investigate, we will let you know and explain why.

4. Escalation

If you are not satisfied with our response, you may request that your complaint be escalated to a director of Hound and Porter Ltd, who will review the matter and provide a final response.

5. Alternative Dispute Resolution (ADR)

If, after our final response, you remain dissatisfied, you may be entitled to refer your complaint to an independent Alternative Dispute Resolution (ADR) provider. Details listed below.

6. Our Commitment

We will:

- Treat all complaints seriously, confidentially, and with respect.
- Aim to resolve complaints promptly and fairly.
- Use complaints as an opportunity to improve our services.

The Property Ombudsman:

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. You must refer your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

01722 333306

admin@tpos.co.uk

www.tpos.co.uk