



## COMPLAINTS PROCEDURE

We aim for nothing less than to make you smile with the service we provide, but we get that sometimes things might not go quite as you'd envisioned. If something's put a damper on your experience, we really want to know about it and have the chance to put it right and get you back to being chuffed with us.

We strongly encourage you to call us and share any concerns directly with the team at the first opportunity, regardless of the size of the hiccup. Your feedback is invaluable as it helps us learn and improve for the future!

In 99.9% of cases, a simple conversation helps us resolve matters to your satisfaction. However, if after chatting with us you still feel that your situation remains unresolved, here's how you can formally raise a complaint:

### STAGE ONE

Please send your complaint in writing to either Andy Bridgeman (rentals) or Jo Luxton (sales). Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence. We will acknowledge receipt of your complaint within 3 working days of receiving it. We will then thoroughly investigate your complaint, and will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days of receiving your complaint.

Helmores, 111-112 High Street, CREDITON, EX17 3LF

[jo@helmores.com](mailto:jo@helmores.com) (sales)

[andy@helmores.com](mailto:andy@helmores.com) (rentals)

01363 777 999

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint.

#### MAIN OFFICE

111-112 High Street  
CREDITON DEVON EX17 3LF  
01363 777 999

#### LONDON SHOWROOM

119-121 Park Lane Mayfair  
LONDON W1K 7AG  
020 7409 4657

Helmores is the trading name of Helmores Estate Agents LLP,  
registered in England and Wales with registered number OC342300.  
Registered office: Lloyds Bank Chambers, High Street, CREDITON, DEVON EX17 3AH

## **STAGE TWO**

If you remain dissatisfied you should contact us again, and we will conduct a separate review to take place by Rob Stoye, owner of Helmores. This will outline our final viewpoint on the matter and we will respond within 15 working days of receiving your request for a further review.

Helmores, 111-112 High Street, Crediton, EX17 3LF

[rob@helmores.com](mailto:rob@helmores.com)

01363 777 999

## **STAGE THREE**

If our final viewpoint letter does not resolve matters (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

Telephone: 01722 333 306

email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

website: [www.tpos.co.uk](http://www.tpos.co.uk)

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

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