

## Thomas Lardner Complaints Procedure

We hope that all our clients and customers will be happy with the service we provide. However, should you feel that a situation has not been dealt with correctly we would first of all encourage you to speak to the member of our team that had dealt with the issue to see if they can resolve the problem to your satisfaction.

If you are not comfortable speaking to the member of staff in question then we would ask that you either detail your complaint in writing or by email to one of the company directors as follows:

Mrs Gill Lardner [gill@thomaslardner.com](mailto:gill@thomaslardner.com)

Mr David Thomas [david@thomaslardner.com](mailto:david@thomaslardner.com)

Thomas Lardner Estate Agents, 4 The Precinct, Romiley, Stockport, SK6 4EA

Should your complaint relate to or involve one of the Directors personally then we would ask that you direct your complaint to the other Director.

We will respond to all complaints received within 10 working days.

Should you advise us that you remain dissatisfied with our proposal to resolve the issue we will provide you with a final viewpoint letter.

If you are not satisfied with the outcome, you may refer the complaint to the Property Ombudsman either in writing to:

The Property Ombudsman, Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP  
Tel: 01722 333306

Or alternatively, a complaint can be made via their website: <https://www.tpos.co.uk/>

You have 6 months from the date of the final viewpoint letter to bring your complaint to the Property Ombudsman.