

Complaints Handling Procedure

For Private Consumer Clients

If you have a complaint, these notes set out the procedure which we will follow in dealing with that complaint.

Mr C J Martin Company Secretary of Barbers, 1 Church Street, Wellington, Telford, TF1 1D, Tel 01952 221200, Fax 01952 243277 or email c.martin@barbers-online.co.uk is the appointed person within the firm who deals with complaints

If you have initially made your complaint verbally, whether face-to-face or over the phone, please also make it in writing to Mr Martin at the above address. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

Stage 1 will involve full consideration of your complaint by Mr Martin Company Secretary, on behalf of the Firm. Your complaint will be acknowledged in writing within 3 working days of receipt in writing. We will consider your complaint as quickly as possible.

We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint within 15 working days of receipt of your complaint in writing.

We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Mr Martin's investigation of your complaint the matter will conclude.

Stage 2 if you are not satisfied with the outcome of our investigation you should write to Mr A M Arthan, Managing Director of Barbers at 1 Church Street, Wellington, Telford, TF1 1DD who will personally conduct a separate review of your complaint and contact you in writing within 14 working days to inform you of the conclusion of this review.

Stage 3 If after the above stages we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure which is to contact:

The Property Ombudsman

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

Tel: 01722 333306

Website: www.tpos.co.uk

E-Mail: admin@tpos.co.uk

MARKET DRAYTON
NEWPORT
SHREWSBURY
WELLINGTON, TELFORD
WHITCHURCH

