
In-House Complaints Policy

At **ABC Gone**, we are committed to providing a **professional and high-quality service** to all our clients and customers. If something goes wrong, we encourage you to let us know. Your feedback helps us improve our standards.

If you have a complaint, please put it in **writing** and send it to the **office you have been dealing with**, including as much detail as possible. We will respond in line with the timeframes outlined below. If we have not resolved your complaint within **eight weeks**, you may be able to refer it to **The Property Ombudsman** for an independent review.

What Happens Next?

Acknowledgement:

We will send you a written acknowledgment within **three working days** of receiving your complaint, along with a copy of this procedure.

Investigation:

Your complaint will be reviewed by the **office manager**, who will assess your case and speak with the relevant staff. A **formal written response** with our findings will be sent within **15 working days** of our acknowledgment.

Further Review (If Required):

If you are not satisfied with our response, you can request a further review. A **senior member of staff** will reassess the matter.

Final Decision:

We will send you our **final viewpoint letter** within **15 working days** of your request for a review.

Independent Review:

If you are still unsatisfied after our final response—or if more than **eight weeks** have passed since you first submitted your complaint—you can refer your case to **The**

Property Ombudsman for a free, independent review.

The Property Ombudsman Contact Details:

Address:

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

Phone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Important Notes:

- You must submit your complaint to **The Property Ombudsman within 12 months** of receiving our final viewpoint letter.
- **The Property Ombudsman requires all complaints to go through our in-house complaints procedure** before they can conduct an independent review.

For any further questions, please contact us:

 **02085 530645**

 **info@abcgone.com**

At **ABC Gone**, we take complaints seriously and aim to resolve them promptly and fairly.