T Payne & Co
SALES & LETTINGS

Opening Hours:
Monday, Wednesday & Friday 9am-5:30pm
Tuesday & Thursday 9am-8pm
Saturday 9am-5pm
Sunday 10am-4pm

T Payne & Co. Complaints Procedure

We strive to deliver a high-quality service to all our clients and customers. If our service falls short of your expectations, we encourage you to inform us so we can enhance our service standards.

How to Raise a Complaint

1. **Write to us**: Please submit your complaint in writing, providing as much detail as possible. If the complaint lacks sufficient detail, we will inform you that we cannot proceed with the investigation.
2. **Our response time**: We aim to resolve all complaints within eight weeks. If we are unable to do so, you may escalate your complaint to The Property Ombudsman.

Our Complaints Process

1. **Acknowledgement**: Within 3 working days of receiving your complaint, we will send you an acknowledgement letter and a copy of this procedure.
2. **Investigation**: Your complaint will be investigated by the relevant department Manager who will review your file and consult with the staff member who served you. We will send you a formal written response within 15 working days of sending the acknowledgement letter.
3. **Further Review**: If you are not satisfied with our response, please let us know. We will arrange for a Senior staff member to conduct a separate review.
4. **Final Viewpoint**: Within 15 working days of receiving your request for a review, we will write to you confirming our final viewpoint on the matter.

If you are still not satisfied after our final viewpoint, you may contact The Property Ombudsman for an independent review:

The Property Ombudsman Ltd. Registered Office – Unit 159756, PO Box 7169, Poole, BH15 9EL

If you have instructed another agent on a sole agency and/or selling rights basis, the terms of those instructions must be considered to avoid possible liability to pay two commissions