

**Gibbins Richards Internal Complaints Procedure**

1. Gibbins Richards Ltd aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by Mark Gibbins and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.
2. If you believe you have a complaint, please write in the first instance to the director at the address as below :

**Mark Gibbins  
Gibbins Richards Ltd  
50 High Street  
Taunton  
Somerset  
TA1 3PR**

3. Your complaint will be acknowledged within 3 working days and investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with further opportunity to have the complaint reviewed by our director at the address given below. A formal reply will be sent to you within 15 working days.

**Marc Richards  
Gibbins Richards Ltd  
50 High Street  
Taunton  
Somerset  
TA1 3PR**

5. In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 12 months from the date we receive your written notification. The Property Ombudsman address is given below :

**The Property Ombudsman**  
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel : 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**Bridgwater • Taunton • Wellington**

**E-mail: [tn@gibbinsrichards.co.uk](mailto:tn@gibbinsrichards.co.uk) internet: [www.gibbinsrichards.co.uk](http://www.gibbinsrichards.co.uk)**

**Directors: M P GIBBINS • M H RICHARDS • S P EVANS**

Gibbins Richards Limited; Registered Office: 50 High Street, Taunton, TA1 3PR. Registration Number 4399106