

**Gibbins Richards Estate Agents Limited Internal Complaints Procedure
for Residential Sales****TEL: 01823 332828**

1. Gibbins Richards Estate Agents 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 Nick Girone-Maddocks 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 below:

Nick Girone-Maddocks
Gibbins Richards Estate Agents 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.

Benjamin Grant
Gibbins Richards Estate Agents Ltd
50 High Street
Taunton
Somerset
TA1 3PR

5. If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman

Tel: 01722 333306

www.tpos.co.uk

admin@tpos.co.uk



Bridgwater • Taunton • Wellington

E-mail: tn@gibbinsrichards.co.uk internet: www.gibbinsrichards.co.uk

Directors: B GRANT • N GIRONE-MADDOCKS

Gibbins Richards Estate Agents Limited; Registered Office: 50 High Street, Taunton, TA1 3PR. Registration Number 11962171

