



Customer Complaints Procedure

Bonds Estate Agent aim to deal with all complaints promptly and in accordance with The Property Ombudsman Consumer Guide. We will acknowledge fairly any shortcomings with openness and integrity and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we offer the following:

Making a complaint

- If you believe you have a grievance, please write in the first instance to the member of staff you have been dealing with at the office where your problem originated.
- If you are dissatisfied with the initial outcome, you can appeal to the Company Director Daniel Bond.

Bonds Estate Agent (Online) Ltd, Linhay, Greys Green Farm, Rotherfield Greys, RG9 4QG
Daniel@bondsestateagent.com

Our response

We will aim to acknowledge receipt of your complaint within 3 working days and provide you with the name of the person who will be dealing with it. After a full thorough investigation we aim to respond formally in writing within 15 working days.

If you remain dissatisfied

If you are still not satisfied, Bonds Estate Agent offers independent mediation between you and the company via The Property Ombudsman for Lettings or Sales.

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

The Property Ombudsman requires that all complaints are addressed through our in-house complaints procedure, before being submitted for an independent review.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 335 458 www.tpos.co.uk