

## **Complaints Procedure**

**ludlowthompson slm ltd prides itself on being able to fulfil customer expectations, and meet their needs. Whilst it is always our desire to achieve this, should there be a concern from our client we would always wish to be able to resolve it quickly and be given the opportunity to demonstrate our commitment to quality customer service. In order to do this, and engender an approach within our business of ownership and responsibility by all our team for the service provided to our customer we apply the following approach to any customer complaint/concern:**

1. Please refer all complaints initially to the Department that they relate to. (Lettings/Sales/Management/Accounts). Presenting your complaint directly to the party you have been liaising with.

Whilst we would anticipate that this party will have been able to resolve your issue at this stage, should you not receive a satisfactory response or resolution to your problem:

2. Please refer the complaint to our Customer Services Department – [customerservices@ludlowthompson.com](mailto:customerservices@ludlowthompson.com)

Once the complaint is received at Customer Services the matter will be acknowledged within 3 working days and investigated. A full response will be received from the appropriate ludlowthompson slm ltd representative within 15 working days.

3. Upon receipt of the response if this is not satisfactory please advise Customer Services and the matter will be referred for review. A full and final response from a ludlowthompson slm ltd representative will be received within 15 working days.

We would obviously anticipate that no response would leave issues unresolved having been considered to this stage. A 'full and final' response will be advised as such within the detail of the response and will have been provided on behalf of ludlowthompson slm ltd by an appropriately senior member of the management team to ensure it has been given appropriate review and consideration.

4. However, should this 'full and final' response not be satisfactory you can contact The Property Ombudsman to request an independent review on the following details:

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP  
01722 333 306

The Property Ombudsman ([www.tpos.co.uk](http://www.tpos.co.uk)). They will then consider the complaint and review the matter. You will need to submit your complaint to the Property Ombudsman within 12 months of receiving our final viewpoint letter. If you feel that we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

