

# Complaints procedure:

## Estate services



If you have any concerns regarding the service received during your time with Poole Townsend please contact the office in the first instance. If we are unable to resolve the problem, please direct your complaint to Mrs Angela Cornthwaite MNAEA Operations Manager who has overall supervision to this matter and is responsible for client care issues.

You can contact Angela:

Post ..... 69-75 Duke Street,  
Barrow-in-Furness, LA14 1RP  
Email ..... [acornthwaite@pooletownsend.co.uk](mailto:acornthwaite@pooletownsend.co.uk)  
Telephone ..... 01229 811811

### What will happen next?

1. We will endeavour to resolve a verbal complaint when it is initially made, however, where this is not possible it will be handled in line with the full complaints process outlined in stages 2-7 below.
2. We will send you a letter or email acknowledging receipt of your complaint within a maximum of two working days of us receiving the complaint, enclosing a copy of this procedure.
3. We will then investigate your complaint. This will normally involve reviewing your file and speaking to the member of staff who acted for you. If your complaint relates to a matter where the file has been closed we may need to obtain your file from our archive storage facility, which may take 1-2 working days.
4. We will send you a detailed reply to your complaint, including our suggestions for resolving the matter, within 2 weeks of sending you the acknowledgement letter in line with our regulators stipulations.

5. At this stage, if you are still not satisfied, you should contact us within 7 calendar days and we will arrange for a partner who has not had any dealing with your matter to review the initial decision.
6. We will write to you within a further 7 calendar days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
7. Please note, we have subscribed to The Property Ombudsman Scheme [www.tpos.co.uk](http://www.tpos.co.uk) for any complaints that we are not able to resolve in relation to estate agency and lettings matters. You have the right to complain to the TPO:
  - Once you have received our final response letter, and you remain unhappy, or
  - If eight weeks have passed since you first complained, and the issues remain unresolved.

Their contact details are The Property Ombudsman, Milford House, Salisbury, Wiltshire SP1 2BP. 01722 333306

Non-payment of our bill(s) You should be aware that the firm may be entitled to charge interest if all or part of our bill(s) remain unpaid.

\* If we have to change any of the timescales above, we will let you know and explain why.

**Barrow Office**  
69-75 Duke Street,  
Barrow-in-Furness,  
Cumbria LA14 1RP  
Tel: 01229 811811  
Fax: 01229 824705

**Ulverston Office**  
County Square,  
Ulverston,  
Cumbria LA12 7LZ  
Tel: 01229 588111  
Fax: 01229 580662

**Kendal Office**  
2 Market Place,  
Kendal,  
Cumbria LA9 4TN  
Tel: 01539 734455  
Fax: 01539 735706

**Grange Office**  
2 Regent House,  
Grange-over-Sands,  
Cumbria  
LA11 6DY  
Tel: 015395 33316

**Milnthorpe Office**  
4 Park Road,  
Milnthorpe,  
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**Poole Townsend  
Estates Ltd.**

[www.pooletownsend.co.uk](http://www.pooletownsend.co.uk)