

## **Archbold & Edwards Ltd Complaints Procedure.**

**Please Following the stages below:**

Stage 1. Any concern is to be raised by an appropriate member of staff. We hope to resolve your concern at this stage. If you feel your concern is not resolved proceed to stage 2.

Stage 2. Raise your concern verbally to a director of the company, in this case Martin Archbold, or Charlie Edwards. We will hope to resolve your complaint at this stage. If your concern is still not resolved proceed to stage 3.

Stage 3. The complaint is now to be made in writing to The Directors of Archbold & Edwards, this complaint will be acknowledged with 48 working hours, and a full response will be sent out from one of the Directors within 7 working days. If the complaint is not resolved it will go to stage 4.

Stage 4. You will need to raise the complaint with the TPO (The Property Ombudsman) in writing.

TPO  
43-55 Milford House  
Salisbury  
Wiltshire  
SP1 2BP

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admin@tpos.co.uk