

## **Scrivins & Co Complaints Procedure**

Any initial complaints should be put in writing in detail to:

Becky Scrivins  
Scrivins & Co Estate Agents  
98 Castle Street,  
Hinckley  
Leicestershire  
LE10 1DD

Or

becky@scrivins.co.uk

Scrivins & Co will acknowledge receipt of any complaint within 3 days and promptly investigate.

A formal written outcome of investigation will be sent to the complainant within 15 working days.

If the complainant is still dissatisfied, they have the opportunity to further pursue the complaint with Scrivins & Co.

This should again be put in writing to either of the addresses outlined above marked for the attention of William Scrivins.

Scrivins & Co will have a further 15 working days to review and respond to the complainant.

Following the conclusion of our further investigation we will provide a written statement and our final view, including any offers.

This letter will also inform the complainant how the matter can be referred to The Property Ombudsman.

Any such referral by the complainant must be made within 12 months of our final view.

The Property Ombudsman Contact Details:

55 Milford Street,  
Salisbury  
SP1 2BP  
Tel: 01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk)  
admin@tpos.co.uk