

Scrivins & Co Complaints Procedure

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

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

Or Via Email:

For Sales – lydia@scrivins.co.uk (Lydia York)

For Lettings – jamie@scrivins.co.uk (Jamie Scrivins)

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. Should you receive no response from Scrivins & Co within 8 weeks you have the right to refer the matter directly to The Property Ombudsman.

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
admin@tpos.co.uk