



Complaints

1. Bradleys is a Member of The Property Ombudsman's Scheme and aims to provide the highest standards of service to all our Customers. To ensure that your interests are safeguarded, an Internal Complaints Procedure has been implemented. This provides for the matter to be dealt with internally by the Office Manager, the Department Head or another appropriate person. In the event that we are not able to deal with the matter to our mutual satisfaction after following our Internal Complaints Procedure you may refer your complaint in writing to the Property Ombudsman.
2. If you believe you have a complaint, please write in the first instance to the Office Manager or the Department Head at the address of the relevant office.
3. Your complaint will be acknowledged within 3 working days, investigated thoroughly in accordance with the established in-house Procedures, and a full response will sent to you within 15 working days of receipt of your letter.
4. If you are not satisfied with the outcome of the initial investigation, you are provided with a further opportunity to have the complaint reviewed by our Managing Director at the address given below:

**Mr Francis Marshall
Bradleys Group Head Office
7 Stevenstone Road
Exmouth
Devon
EX8 2EP**

5. In the event that the investigation carried out by the parties as detailed above still fails to satisfy your complaint, then you are at liberty to refer the complaint in writing to the Property Ombudsman at Milford House, 43 -45 Milford Street, Salisbury, Wilts SP1 2BP to whom information will be provided by this Company. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters expeditiously i.e. within 8 weeks from the date of written notification to ourselves.