

OUR COMPLAINTS PROCEDURE

At Beaumont & Co., we are dedicated to delivering the highest standards of service. If something goes wrong, we want to know about it so we can put it right.

We will always treat complaints seriously and fairly. We are here to listen, to understand what happened and to work with you to find a resolution.

Your feedback helps us learn and improve, ensuring we continue to provide the professional and personal service our clients expect.

HOW TO MAKE A COMPLAINT

Please contact us in writing with as much detail as possible so we can fully understand your concerns.

You can email or write to us at the details below.

Beaumont & Co.

Uttoxeter Business Centre
Town Meadows Way, Uttoxeter
Staffordshire, ST14 8AZ
Email: hello@beaumontco.uk

WHAT HAPPENS NEXT?

- We will acknowledge your complaint within **3 working days** of receiving it.
- Our team will investigate the matter thoroughly. We aim to provide a full written response within **15 working days** of receiving your complaint.
- We will endeavour to complete our internal complaints procedure as soon as possible and, in any event, no later than **8 weeks** from receipt of the complaint. If we need more time, we will let you know, explain why and keep you updated.
- If you remain unhappy with our response, you have the right to refer your complaint to The Property Ombudsmen for an independent review.

INDEPENDENT REVIEW

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

However, if more than eight weeks have elapsed since your complaint was first made in writing and the matter remains unresolved, you may be able to refer your complaint to The Property Ombudsman without our final viewpoint.

THE PROPERTY OMBUDSMAN

You must refer your complaint to The Property Ombudsman within 12 months of our final response, including any supporting evidence.

The Property Ombudsman
Unit 159756
PO Box 7169
Poole, BH15 9EL

Tel: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk