

## CUSTOMER COMPLAINTS PROCEDURE

At Newton & Co we are committed to delivering high-quality service to our clients. However, if you feel that any aspect of our service has not met your expectations, we will do everything we can to resolve the issue promptly and fairly.

1. **Stage 1 – Informal Resolution:** If you have a complaint, please raise it directly with the member of staff you have been dealing with, either verbally or in writing. We aim to resolve all concerns quickly and informally at this stage.
2. **Stage 2 – Formal Complaint:** If the issue is not resolved to your satisfaction, please submit a formal complaint in writing to Complaints Manager- Sam Newton at 149 Darwen Rd, Bromley Cross, Bolton, BL7 9BG. You can also email us at [sam@newtonco.co.uk](mailto:sam@newtonco.co.uk). Please include:
  - o Full details of your complaint
  - o The outcome you are seeking

We will acknowledge receipt of your complaint within 3 working days and provide a full response within 15 working days of the acknowledgment.

3. **Stage 3 – Escalation:** If you are still dissatisfied with our response, you may refer your complaint to the **Property Ombudsman (TPO)**, an independent and impartial dispute resolution service. We are members of TPO, and they offer a free, fair, and unbiased review of unresolved complaints.

You must contact the Ombudsman within 12 months of receiving our final response. Details of how to do so are available at [www.tpos.co.uk](http://www.tpos.co.uk), or you can write to them at:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)