



CUSTOMER COMPLAINTS PROCEDURE

At Newton & Co we are a current member of The Property Ombudsman Scheme (TPOS) and our aim is to provide our customers with the highest standard of service at all times however, sometimes things can go wrong and if that happens we are committed to resolving matters promptly and fairly. The purpose of the complaints procedure is to resolve all customer issues or concerns as quickly, effectively and efficiently as possible and where possible, turn a potentially negative situation into a positive one, through our care and attention.

To ensure that your interests are safeguarded we have the following complaints process in place:

Step 1: Complaints should, in the first instance, be directed to the Manager of the branch you have been dealing with. Please write to them (by email or letter) with the details of your complaint setting out clearly the reasons for your grievance(s) together with dates, names of any staff members you dealt with and enclosing/attaching any supporting evidence.

Step 2: The Branch Manager is required to acknowledge your complaint in writing (by email or letter) within 3 working days of receiving it.

Step 3: The Branch Manager will review your complaint and provide you with a formal written outcome of his/her investigation within 15 working days of receiving the complaint.

Step 4: If, after you have dealt with the branch manager, you remain dissatisfied you may address your concerns, in writing, to the following Customer Relations Director:

Laura Newton,
Newton & Co Limited
237a Darwen Rd, Bromley Cross, Bolton, BL7 9BS
or Email: laura@newtonco.co.uk

Step 5: Once received your letter will be acknowledged within 3 working days and you will receive a Final Viewpoint letter within 15 working days from receipt of your letter.

Step 6: Should you still be dissatisfied after receiving our Final View, then you may refer the complaint to the Ombudsman. Please note that you must refer your complaint to the Ombudsman within 12 months of receiving our Final View for the Ombudsman to consider it. Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk.