

## **Formal Complaints Procedure (ASTON VAUGHAN LETTINGS LTD)**

Aston Vaughan Lettings are committed to providing excellent customer service and products. If something has gone wrong and you are left feeling like we could have done better, please let us know so we can put things right.

If you have let us know, but you are still unhappy with the service and / or response you have the right to escalate the matter to our regulatory body who will investigate and make sure the right action is taken.

### **Stage 1**

If, after dealing with the agent handling the transaction, you feel that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by e-mail to [customerrelations@astonvaughan.co.uk](mailto:customerrelations@astonvaughan.co.uk) or by letter to Customer Relations, Aston Vaughan Ltd, 230 Eastern Road, Brighton BN2 5JJ Please quote the property address that the complaint relates to.

Your complaint will be acknowledged within 3 working days of being received and an investigation will be carried out. Upon completion of the investigation and within 15 working days of receipt of your complaint, you will be contacted in writing by the person of relevant authority and advised of the outcome.

### **Stage 2**

If, after receiving the response in Stage One, you feel that your complaint remains unresolved you may e-mail [customerrelations@astonvaughan.co.uk](mailto:customerrelations@astonvaughan.co.uk) to refer the matter to the Company Directors who will arrange a separate review of your complaint. You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your request for a further review.

### **Stage 3**

Following Stage Two, should the matter still not be resolved to your satisfaction (or more than 8 weeks has elapsed since the complaint was first made) you can then refer it to The Property Ombudsman (TPO) without charge as below. **The formal steps outlined above must be completed in full before proceeding through this route.**

The Property Ombudsman (TPO) Milford House 43-55 Milford Street  
Salisbury Wiltshire SP1 2BP 01722 333306 [admin@tpos.co.uk](mailto:admin@tpos.co.uk) [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our final viewpoint letter.

