



INDEPENDENT ESTATE AGENTS

## HINCHLIFFE HOLMES ESTATE AGENT

### COMPLAINTS PROCEDURE

At Hinchliffe Holmes we are very proud of the high levels of customer service we both achieve and strive for. Our ongoing commitment to these service levels means that when something does go wrong, we need you to tell us about it. As a company we are registered with The Property Ombudsman. For your reference we have detailed our complaints pathway.

1. In order for your concerns to be addressed as quickly and efficiently as possible, please raise the issues verbally with the manager of the branch dealing with your sale or purchase. If they are unavailable due to diary commitments, they will call you back within 24 hours to discuss your complaint and resolve the issue.
2. If you are unable to resolve the issue at branch level, please write to the complaint's manager at the following address: -

**Hinchliffe Holmes, 56B High Street, Tarporley Cheshire, CW6 0AG**

Please explain to us why you are unhappy setting out in writing key areas or omissions that you believe has occurred and what you would like us to do to resolve your complaint.

Your complaint will be acknowledged within three working days of receipt, and an investigation will be undertaken.

A formal written outcome of the investigation will be sent to you within 14 working days. Should you remain dissatisfied, you must write again to us explaining why. At this point we will review your complaint and provide a further written statement detailing the final view of Hinchliffe Holmes.

3. Should you remain dissatisfied, you have a period of 12 months from the date of correspondence to refer the matter to the Ombudsman at the following address:

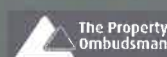
**The Property Ombudsman, Milford House, 43-55 Milord Street, Salisbury,  
Wiltshire SP1 2BP / Tel: 01722 333 306**

SALES | LETTINGS | PROPERTY MANAGEMENT | MORTGAGES | LAND & NEW HOMES

TARPORLEY OFFICE

56B High Street, Tarporley, Cheshire, CW6 0AG  
01829 730 021 - tarporley@hinchliffeholmes.co.uk

[www.hinchliffeholmes.co.uk](http://www.hinchliffeholmes.co.uk)



NORTHWICH OFFICE

28 High Street, Northwich, Cheshire, CW9 5BJ  
01606 330 303 - northwich@hinchliffeholmes.co.uk