

## Lillicrap Chilcott Complaints Procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it as this will help us improve our standards.

Lillicrap Chilcott is Registered with The Property Ombudsman for Estate Agents Redress Scheme and to ensure that our clients and customers interests are safeguarded we have our own complaints procedure.

If you have a complaint about the service which you have received from Lillicrap Chilcott, please put it in writing, including as much detail as possible. Our complaints procedure provides for the matter to be dealt with internally by Ian Lillicrap or Andrew Chilcott and – in the event that we are not able to deal with the matter to our mutual satisfaction – by reference to The Property Ombudsman for Estate Agents.

If you believe you have a complaint, please write in the first instance to Ian Lillicrap at the following address:-

Lillicrap Chilcott  
Landrian House  
59-60 Lemon Street  
Truro  
Cornwall  
TR1 2PE

We, Lillicrap Chilcott, undertake that:-

- Your complaint will be acknowledged within 3 working days and that you will have been provided with a copy of our established in-house complaints procedure.

- We will investigate your complaint which will be dealt with by a Company Director. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgment letter.
- If, at that stage, you are still not satisfied you should contact us again and we will arrange for a separate review to take place by an alternative Company Director.
- We will write to you within 15 working days of receiving your request for review confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following:-

- The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.
- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- You are entitled to have your complaint referred direct to The Property Ombudsman should we fail to deal with matters expeditiously i.e. within 3 months from the date of written notification of your complaint to ourselves.