

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge and respond in line with the timescales and stages set out below.

Stage 1 - Your complaint
Please put your complaint in writing either by letter or email and address it to Mark Tunstall (Director), Mark Tunstall Property Ltd, 291A Brompton Road, London SW3 2DY, or email mark@tunstallproperty.co.uk. Please include as much detail as possible, including dates, names of any members or staff you dealt with, and where you are able to enclosing / attaching any supporting evidence.

Your complaint will be acknowledged and we will start our in house complaints process

Timescale: Within 3 working days of receiving your complaint



Your complaint will be investigated and Mark Tunstall Property Ltd will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Timescale: Within 15 working days of receiving your request for a further review

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Mark Tunstall. This will outline our final viewpoint on the matter.

Timesclae: Within 15 working days of receiving your request for a further review

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first mdae) you can request an independent review from The Property Ombudsman without charge.

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP 01722 333306 www.tpos.co.uk admin@tpos.co.uk

> INFO@TUNSTALLPROPERTY.CO.UK +44 (0) 20 3011 1775