



In-House Complaints Procedure

At AKS Estates, we are committed to delivering the highest standards of service to all our clients and customers. However, we recognise that from time to time, things may not go as planned. Should this occur, we encourage you to let us know so that we can address your concerns and continue to improve our services.

****How to Make a Complaint****

If you have a complaint, please submit it in writing, providing as much detail as possible. You may email your complaint to info@aksestates.co.uk.

We will follow the procedure outlined below:

Step 1: Acknowledgement

We will acknowledge receipt of your complaint in writing within ****three working days**** of receiving it. This correspondence will include a copy of our complaints procedure.

Step 2: Initial Investigation

Your complaint will be investigated by the relevant Office Manager or another senior member of staff. They will:

- Review your file and all associated correspondence.
- Speak with the member(s) of staff involved.

A formal written outcome of this investigation will be sent to you within ****15 working days**** of our acknowledgment letter.

Step 3: Further Review

If you are dissatisfied with the outcome of our initial investigation, you may request a further review. Please contact us again in writing, and we will arrange for the matter to be reviewed by a senior member of the management team not previously involved in the case.

You will receive a written statement outlining our final viewpoint within ****15 working days**** of receiving your request for a further review.

Step 4: Independent Redress

Should you remain dissatisfied after receiving our final viewpoint letter, you may refer the matter to ****The Property Ombudsman**** for an independent review.

Please note:

- You must refer your complaint to The Property Ombudsman ****within 12 months**** of the date of our final viewpoint letter.
- The Property Ombudsman will require that you have followed our in-house complaints procedure before considering your complaint.

****Contact Details for The Property Ombudsman:****

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP



01722 333 306



www.tpos.co.uk

We value all feedback and use it to improve our services. Thank you for bringing your concerns to our attention.