



Anglotown Complaints Procedure

If you wish to make a complaint with regards to a member of staff or service provided by Anglotown 1937 Ltd then this note sets out the procedure which we will follow in dealing with that complaint.

1. If you make a verbal complaint we will ask you to send a written summary of your complaint to.

Mr Adrian Lickiss (Managing Director)
370a Ashley Road
Parkstone
Poole
Dorset
BH14 9DQ

- 2 Mr Lickiss will contact you over the telephone or ask one of his managers to do so. You can then discuss your complaint at length and they will try to resolve the issue for you to a mutually acceptable conclusion.
- 3 Within 21 days of receipt of the written summary of your complaint we will write to you to inform you of the outcome of the investigation into your complaint and let you know what actions have been, or will be taken.
- 4 If you remain dissatisfied with any aspect of our handling of your complaint, we will attempt to resolve this promptly through negotiation.
- 5 After exhausting our internal process consumer complaints can be referred to The Property Ombudsman Service (TPOS) who can be contacted via www.tpos.co.uk

The Property Ombudsman
Beckett House
4 Bridge Street
Salisbury
Wiltshire SP1 2LX
Tel: 01722 333306