



126 Oak Farm Road, Bournville, Birmingham B30 1EU

## **Grays Estate Agents Complaints Procedure**

In the unlikely event you have a complaint with any aspect of our service and after having spoken to us, please follow the procedures below:

### **Step 1**

We ask that you kindly put your complaint in writing.

Providing a full explanation of your complaint in order for us to gain a full understanding of the reasons and the nature of same.

Please send to the address above for the personal attention of the business proprietor Mr Stephen Gray or alternatively email to [info@graysea.co.uk](mailto:info@graysea.co.uk)

We shall acknowledge receipt of your correspondence within 7 working days and a full investigation will be made and a response will be sent to you within 14 working days.

### **Step 2**

Whilst we will always strive to reach a satisfactory investigation and conclusion, should you remain dissatisfied and we are unable to agree on how to resolve your complaint, you may then refer the matter to:

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP. [www.tpos.co.uk](http://www.tpos.co.uk)

Grays Estate Agents is a member of The Property Ombudsman scheme and abides by its Code of Practice and Complaint Procedures.

