



Westcoast Properties Complaints Procedure

Westcoast Properties are committed to providing the highest possible service to our customers. However, if you feel dissatisfied with any part of our service, we would welcome the opportunity to resolve any issues and learn from the experience to continue to improve the service we offer our customers. Westcoast Properties are also members of the property Ombudsman and therefore follow a comprehensive code of practice to maintain the very highest of standards within our industry.

Therefore, we adhere to an In-house Complaints procedure, as follows:

How to complain?

If you have a complaint that you feel cannot be resolved by a member of our staff, we ask you to detail your complaint in writing to the Westcoast branch that you have been dealing with, Addressed to the Branch Manager:-

Burnham on Sea Branch: Westcoast Properties, 28 High Street, Burnham on Sea, Somerset TA8 1AW e-mail: infoburnham@westcoastproperties.uk.com

Nailsea Branch: Westcoast Properties, 67 High Street, Nailsea, North Somerset, BS48 1AW e-mail: infonailsea@westcoastproperties.uk.com

Patchway Branch: Westcoast Properties, 5 Coniston Road, Patchway, Bristol, BS34 5PA e-mail: infopatchway@westcoastproperties.uk.com

Portishead Branch: Westcoast Properties, 20 High Street, Portishead, North Somerset, BS20 6EW e-mail: infoportishead@westcoastproperties.uk.com

Weston-Super-Mare Branch: Westcoast Properties, 13/14 Alexandra Parade, Weston-Super-Mare, BS23 1QT e-mail: infoweston@westcoastproperties.uk.com

Property Management Centre: Westcoast Properties, 13/14 Alexandra Parade, Weston-Super-Mare, BS23 1QT e-mail: admin@westcoastproperties.uk.com

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are not satisfied with the outcome of our investigation and our subsequent response to you, you can further your on-going concerns in writing to:

Mr Nicholas Webber – Director – Westcoast Properties, 13-14 Alexandra Parade, Weston Super Mare, BS23 1QT e-mail: nicholas@westcoastproperties.uk.com

Mr Nicholas Webber will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied after exhausting all avenues of our in-house complaint's procedure, you can refer your complaint to:

**The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP**

Tel: 01722 333 306

Email: www.tpos.co.uk

Please note the following:

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.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.