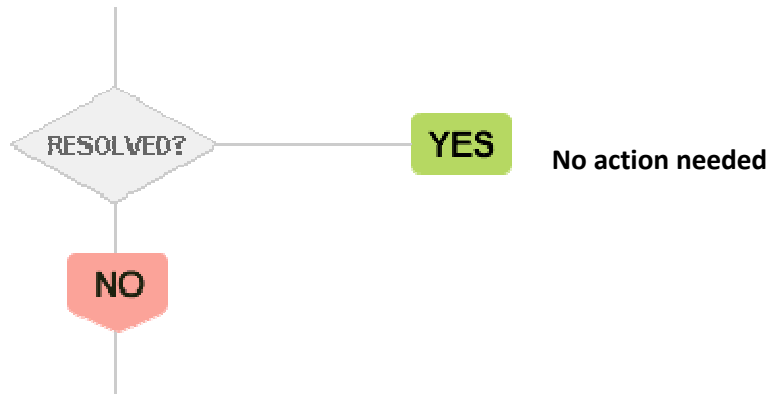


## Complaints procedure

Plymouth Estates complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Please follow this process:

### Speak to your office Negotiator or Manager

In order that your concerns are addressed as efficiently as possible we ask that you first raise the issues verbally with the Office Manager of Plymouth Estates Tel: 01752 407774.

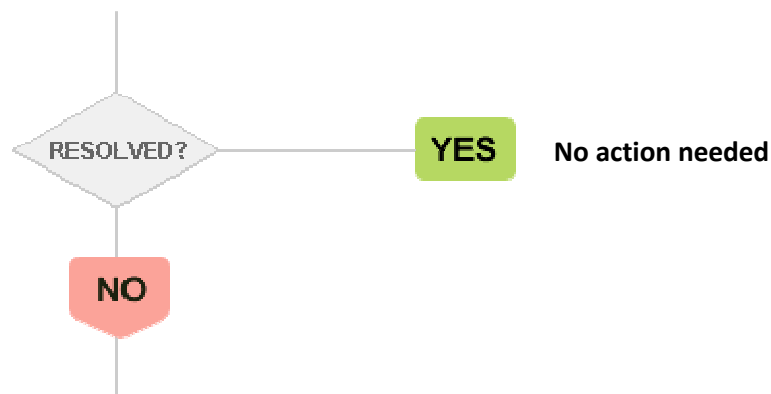


### Write to the Director for the area

Managing Director  
Plymouth Estates Ltd  
45 Springfield Road  
Plymouth  
PL9 8EP

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within 15 working days. This letter will confirm that you are entitled if dissatisfied to refer the matter to [The Property Ombudsman](http://www.tpos.co.uk) within 12 months for a review.



Refer the matter to the Property Ombudsman

<https://www.tpos.co.uk>

