



We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible. If you have a complaint, please put this in writing (letter or email) to us. We will then aim to acknowledge and respond in line with the timeframes set out below:

#### **Stage 1—Your Complaint**

Stage 1—Your Complaint- Please put your complaint in writing either by letter or email and address it to Garry Hone, Director. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you can enclose/attach any supporting evidence: Garry Hone, Director, Hone & Company Suite G17, Bedford i-Lab, Priory Business Park, Stannard Way, Bedford MK44 3RZ  
[garry@honeandcompany.com](mailto:garry@honeandcompany.com)

#### **Stage 2—Our Acknowledgement**

Your complaint will be acknowledged and we will begin our in-house complaints process.  
**Timescale** We aim to respond within 3 working days of receiving your complaint.

#### **Stage 3—Our Investigation**

Your complaint will be investigated, and Garry will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate **Timescale** We aim to respond within 15 working days of receiving your complaint

#### **Stage 4—Our Final Investigation**

If you remain unhappy, your subsequent complaint will be investigated and Gemma Noonan, Operations Director will provide a written response outlining our final position and proposing resolutions where appropriate **Timescale** We aim to respond within 15 working days of receiving your complaint

#### **Stage 5 — Complaints about our obligations to you**

For complaints about our obligations to you, you can refer your complaint to the Property Ombudsman:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306 [www.tpos.co.uk](http://www.tpos.co.uk)

You must refer your complaint to the Ombudsman within 12 months of receiving your final viewpoint letter