



Customer Complaints Procedure

Linley and Simpson aim to deal with all complaints promptly and in accordance with The Property Ombudsman Consumer Guide. We will acknowledge fairly any shortcomings with openness and integrity and aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we offer the following:

Making a complaint

- If you believe you have a grievance, please write in the first instance to the Branch Manager or Head of Department at the office where your problem originated. Managers' names and contact details may be found on our website.
- If you are dissatisfied with the initial outcome, you can appeal to the Area Lettings Managers:

David Mear, 12 Station Road, Horsforth, LS18 5NR.
DavidMear@linleyandsimpson.co.uk

Anthony Metcalfe, 11a Princes Square, Harrogate, HG1 1ND.
Anthony@linleyandsimpson.co.uk

Our response

We will aim to acknowledge receipt of your complaint within 3 working days and provide you with the name of the person who will be dealing with it. After a thorough investigation we aim to respond formally in writing within 15 working days.

The same timescales for response will apply for appeals made to the Customer Service Manager, starting from the date the appeal is received.

If you remain dissatisfied

If you are still not satisfied, Linley and Simpson offers independent mediation between you and the company via The Property Ombudsman for Lettings or Sales.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.
Tel: 01722 333 306
Email: admin@tpos.co.uk