

**Watsons Estate Agents**  
**In-house complaints procedure**

We are committed to providing a professional service to all our clients and customers.

If you have a complaint, please put this in writing to us. We will then acknowledge and respond in line with the timescales and stages set out below.

**Stage 1 – Your complaint**

Please put your complaint in writing by either email or letter and address it to Francesca Pezzotta (details below). Please include as much detail as possible including dates, names of any staff members you have dealt with, and where you are able to enclosing/attaching any supporting evidence.

**Francesca Pezzotta**

**Branch Manager**

**Watsons Estate Agents**

**9-11 Nottingham Road**

**Eastwood**

**Nottingham**

**NG16 3AP**

**francesca@watsons-residential.co.uk**

**Stage 2 – Our Acknowledgement**

Your complaint will be acknowledged within 3 working days of receiving your complaint and we will start our in-house complaints process.

**Stage 3 – Our Investigation**

Your Complaint will be investigated and we will provide a formal written response within 15 working days of receiving your complaint, addressing your specific complaints and proposing resolutions where appropriate.

**Stage 4 -Final Viewpoint**

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by Sheree Watson, Director, within 15 working days of receiving your request for a further review. This will outline our final viewpoint on the matter.

### **Stage 5 – The Property Ombudsman**

If our final viewpoint letter does not resolve matter (or more than 8 weeks have lapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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 our final viewpoint letter.