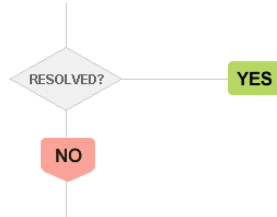


THE PROPERTY CAFE COMPLAINTS PROCEDURE

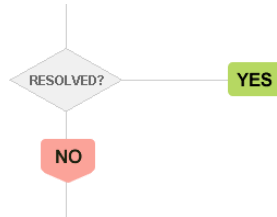
Speak to your Negotiator or Manager

In order that your concerns are addressed as effectively as possible we ask that you first raise the issues verbally with the Department Manager by calling 01424 224488.



Write to the Director at the address below

Your complaint will be acknowledged within 3 working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent/emailed to you within 15 working days.



Refer the matter to the Ombudsman

The Property Ombudsman: Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP 01722 333306

Please address all correspondence to:
Mr Scott White The Property Cafe 10 Sackville Road, Bexhill on Sea, East Sussex TN39 3JA
01424 224488 scott.white@propertycafe.co

