

• ESTATE AGENTS •



• LETTING AGENTS •

CUSTOMER COMPLAINTS HANDLING PROCEDURE

Cobb Property aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to the person with whom you have a grievance at Cobb Property at the address below.

Cobb Property
14 King Street
Hereford
HR4 9BW

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established "in-house" procedures. A formal written outcome of the complainant will be sent to you within twenty one days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If the complainant is dissatisfied with the result of the internal investigation, please then refer your grievance to Joanna Cobb, Director at:

Cobb Property
14 King Street
Hereford
HR4 9BW

- Following the conclusion of our in-house review we will write to you with a final written statement within fourteen days.
- If you are dissatisfied with the conclusion of the in-house review of the complain, you can refer the matter to:

The Ombudsman for Estate Agents,
Beckett House,
4 Bridge Street,
Salisbury
Wiltshire
SP1 2LX
Tel: 01722 333306
www.oea.co.uk



Tel: 01432 266007 Fax: 01432 266050
Email: info@cobbproperty.co.uk Web: www.cobbproperty.co.uk
14 King Street Hereford HR4 9BW (Reg Office)

