



### **LITTLE MANSION LTD COMPLAINTS PROCEDURE**

We are committed to providing a professional service to all our clients and customers. But we when something goes wrong we want to know about it to help maintain our expected company standards. If you feel you wish to make a complaint please put it in writing following the below procedures. In the first instance please send to;

**Rachel Johnson, Business Development Manager**  
**[r.johnson@little-mansions.co.uk](mailto:r.johnson@little-mansions.co.uk)**

We will then respond in line with the timeframes set out below;

1. A letter acknowledging receipt of your complaint will be sent within 3 working days.
2. We will investigate your complaint by reviewing the file and speaking to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 7 working days of sending the acknowledgement letter.
3. If you are still not satisfied with the response you have been given, you should then put in writing your reasons why to the Director below who will investigate further the issue and the response we have provided. You will then receive confirmation of our final viewpoint on the matter within 7 working days;

**Pauline Everden, Director**  
**[Pauline.everden@little-mansions.co.uk](mailto:Pauline.everden@little-mansions.co.uk)**

If you remain dissatisfied, you may then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP**  
**Tel: 01722 333 306 [www.tpos.co.uk](http://www.tpos.co.uk)**

**Please note the following:**

*You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.*

**OFFICE ADDRESSES:** 8 Eastgate Street, Stafford, ST16 2NQ / 30 Bridge Street, Uttoxeter, ST14 8AP