

## **AYRTON WYLIE - COMPLAINTS HANDLING PROCEDURE**

Ayrton Wylie, members of The Property Ombudsman Scheme, is proud of the quality of service we provide to all our clients and contacts. There will however be occasions when someone feels they have cause for complaint. Initially, should you have a grievance or concern, you should talk to whoever has been your contact within Ayrton Wylie 16 Lower Belgrave Street, London, SW1W 0LN in the hope that any misunderstandings or difficulties can be easily and quickly resolved locally without recourse to a formal procedure.

If however you wish to take things further then the following procedure applies:-

1. Ayrton Wylie director Seamus Wylie has been appointed to deal with complaints and problems. His address is Seamus Wylie, Ayrton Wylie, 16 Lower Belgrave Street, London, SW1W 0LN, Tel 020 7730 4628 or [swylie@ayrtonwylie.com](mailto:swylie@ayrtonwylie.com)
2. You may speak with him initially or send a written summary of your complaint. He may require you to confirm the circumstances in writing. He will normally acknowledge your grievance within 3 working days.
3. Following initial contact, he will usually speak with the office with which you have an issue, and write to you within ten working days to summarise his understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
4. In the absence of Seamus Wylie for more than 5 working days, the matter will be referred to a responsible person to acknowledge receipt.
5. Once the circumstances have been established, Seamus Wylie will consider the detail of your complaint and all the evidence, and write to you within 15 working days with the conclusion of his internal investigation into your complaint.
6. If you are dissatisfied with this conclusion or any aspect of our handling of your complaint, you may appeal to The Property Ombudsman within 12 months of our final review letter. Their details are The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel 01722 333 306, [www.tpos.co.uk](http://www.tpos.co.uk)