

Brennan Ayre O'Neill
Complaints Handling Procedure

Stage 1

1. We have appointed Mr Thomas Brennan to deal with complains. If you have a question or would like to make a complaint please do not hesitate to contact him:

Telephone: 0151 343 90 60

E-mail: tom@b-a-o.com

2. If you have initially made a complaint verbally, whether face-to-face or by phone, please also make it in writing by e-mail or letter addressed to:

**Mr Thomas Brennan
12 High Street
Bromborough Wirral**

CH62 7HA

3. Once we have received your written complaint, Mr Thomas Brennan will contact you within three working days. At this stage he will give you his understanding of the case and invite you to make any further comments you may have.
4. Within fifteen working days of receipt of your written summary, Mr Thomas Brennan will write to you to inform you of his internal investigation into your complaint and to let you know what actions have or will be taken.

Stage 2

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed 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
Wiltshire
SP1 2BP
01722 333 306

admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint , 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.