



## **Westcoast Properties Complaints Procedure**

Westcoast Properties are committed to providing the highest possible service to our customers. However, if you feel dissatisfied with any part of our service, we would welcome the opportunity to resolve and issues and learn from the experience to continue to improve the service we offer our customers. Westcoast Properties are also members of the property Ombudsman and therefore follow a comprehensive code of practice to maintain the very highest of standards within our industry.

Therefore, we adhere to an In-house Complaints procedure, as follows:

### **How to complain?**

If you have a complaint that you feel cannot be resolved by a member of our staff, we ask you to detail your complaint in writing to the Westcoast branch that you have been dealing with, Addressed to the Head of Property Management:-

**Mr Brad Cottrell –Area Lettings Manager – Westcoast Properties, 13-14 Alexandra Parade, Weston Super Mare, BS23 1QT e-mail: [brad@westcoastproperties.uk.com](mailto:brad@westcoastproperties.uk.com)**

### **What will happen next?**

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are not satisfied with the outcome of our investigation and our subsequent response to you, you can further your on-going concerns in writing to:

**Mrs Lindsay Pickles –Company Director – Westcoast Properties, 13-14 Alexandra Parade,  
Weston Super Mare, BS23 1QT e-mail: [lindsay@westcoastproperties.uk.com](mailto:lindsay@westcoastproperties.uk.com)**

Mrs Lindsay Pickles will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied after exhausting all avenues of our in-house complaint's procedure, you can refer your complaint to:

**The Property Ombudsman Ltd  
Unit 159756  
PO Box 7169  
Poole  
BH15 9EL**

**Tel: 01722 333 306**

**Email: [www.tpos.co.uk](http://www.tpos.co.uk)**

**Enquiry Form <https://www.tpos.co.uk/consumers/make-a-complaint/>**

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 complaint's procedure, before being submitted for an independent review.