

As a member of The Property Ombudsman (TPOS), Edward Chase Estate Agents aims to provide the public with the highest level of service. If you would like to make a formal complaint about the company or an individual employee, please follow our complaints procedure below. We endeavour to report back to you as soon as possible.

Edward Chase Customer Complaints Procedure:

- If you have a complaint regarding the service you have received from Edward Chase, please put your concerns in writing, preferably via email, and address it to complaints@edwardchase.co.uk or address it to office it concerns titled 'office manager'.
- The complaint will be acknowledged within 3 working days. It will then be explored and responded to within 15 days.
- If you remain dissatisfied with the result of the internal investigation, please email feel to request a face to face meeting with a senior manager to explore the issue further.
- A full investigation will take place and a letter will be sent confirming our final viewpoint. This will be within 15 days of the acknowledgement email/letter.
- In the unlikely event that you remain unhappy with the final response to your complaint, you can write to The Property Ombudsman within 12 months from the date of our final letter. The Property Ombudsman will review your complaint and advise you according to their decision. The TPOS website is: www.tpos.co.uk. Address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, Contact: 01722 333306.