

### Complaints Procedure

Parrys Rentals (Abergavenny) LLP are committed to providing a professional service to all our clients and customers. Whilst we endeavour to maintain the highest of standards, occasionally matters do not proceed as expected. We are eager to receive all feedback, including areas where we can improve, and we thank you for taking the time to bring any areas of concern to our attention. Our aim is to conduct our business in a fair, transparent and professional manner at all times.

All complaints should be submitted in writing, providing as much detail as possible. Your complaint should be sent, either by post or email to:

**Mrs Vivienne Reece MARLA AssocRICS**

**Parrys Rentals**

**21 Nevill Street**

**Abergavenny**

**Monmouthshire**

**NP7 5AA**

**Email :** Vivienne.reece@parrys.com

- We shall acknowledge your complaint within 3 working days.
- We shall then investigate the points raised and provide you with a written outcome of our investigations within 15 days from the date of our acknowledgement letter
- If, after receiving our written outcome, you are not satisfied with the response you should write to us again detailing your reasons why. If no new points have been raised by you, or we do not believe we have anything further to add, we will submit to you our 'final viewpoint' letter. This will then allow you to consider referring your complaint to The Property Ombudsman, details of which are provided below:

**The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire SP1 2BP.**

**Telephone 01722 333 306. [admin@tpos.co.uk](mailto:admin@tpos.co.uk) [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 be addressed through Parrys Complaints Procedure, before being submitted for an independent review.

*Parrys Privacy Notice can be found by visiting [www.parrys.com](http://www.parrys.com). A printed copy is available upon request.*

