

PYGOTT & CRONE COMMERCIAL LTD

FOR ALL PROFESSIONAL SERVICES

If you have a complaint, arising from your dealings with Pygott & Crone Commercial which you are unable to conclude with the local member of the team, you should not hesitate to contact the relevant person below, who has been designated to deal with complaints: -

William Downing at Pygott & Crone Commercial, 3 Castlegate, Grantham, NG31 6SF.
info@pccommercial.co.uk

Mr Downing may appoint another Director or a senior member of staff to investigate and deal with your complaint.

- Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it.
- Once we have received your written summary of the complaint, we will contact you in writing within 14 days to inform you of our understanding of the circumstances leading to your complaint. You will be invited to make any comments that you may have in relation to this.
- Within 28 days of receipt of your written summary, the person dealing with your complaint will write to you; to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken.
- If you are dissatisfied with any aspect of our handling of your complaint then we will attempt to resolve this promptly through negotiations, and otherwise agree to enter mediation with you: -

For domestic and non-domestic complaints in relation to non-estate agency related work by reference to

The Property Ombudsman Ltd
Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
www.tpos.co.uk

Please Note: There is no charge to private consumers under The Property Ombudsman Service or the CEDR Schemes.