

## PROPERTY SALES & LETTING & MANAGEMENT COMPLAINTS PROCEDURE

We are sorry you have felt the need to make a complaint but The Exchange Marketing Consultants Ltd values your opinions as we are fully committed to high levels of customer service and will fully investigate your concerns courteously and promptly through our rigorous complaints procedure set out below.

***IMPORTANT INFORMATION: Should this complaint relate to The Exchange Mortgage Services or involve any element of Mortgage advice please ignore this complaints procedure and you will be issued with our alternative Mortgage complaints procedure which will be investigated through Network compliance via Mortgage Intelligence Ltd who we are appointed representatives for.***

Complaints should be submitted in writing to either of the following to assist in the investigation process:

Mr Russell Smith  
Managing Director  
The Exchange Marketing Consultants Ltd  
9 Gorrington Valley Road  
Willingdon, Eastbourne  
East Sussex, BN20 9SX

Mr Neil Smith  
Financial Director  
The Exchange Marketing Consultants Ltd  
9 Gorrington Valley Road  
Willingdon, Eastbourne  
East Sussex, BN20 9SX

- Upon the receipt of your written complaint we will issue you with an acknowledgment letter within 3 working days.
- The Exchange Marketing Consultants Ltd will issue you with a full response within 15 working days along with the initial outcome of your investigation.



Registered Office: 9 Gorrington Valley Road, Willingdon, Eastbourne, East Sussex, BN20 9SX

The Exchange Property Services, Percy Wyndham Estate Agents & Valuers, The Exchange Mortgage Services, The Exchange Letting & Management Services, The Exchange Conveyancing Services are trading names of The Exchange Marketing Consultants Ltd, Reg in England No. 06020187.

The Exchange Marketing Consultants Ltd is an appointed representative of Mortgage Intelligence Ltd which is authorised and regulated by the Financial Conduct Authority under number 305330 in respect of mortgage, insurance & consumer credit mediation activities only.

VAT Registration number 924 8728 91

- If for any practical reason we are unable to provide you with a full response within 15 working days we will specify in writing the exact reasons for any delay and detail an alternative timescale to complete our investigations. However be assured your complaint will be processed as a priority.
- Once your complaint has been fully investigated you will be issued with our final viewpoint letter clarifying our full response to the issues you have raised after carefully fully considering any evidence which will conclude our internal complaints procedure.
- Should you still remain dissatisfied after receiving our final viewpoint letter and full response to your complaint you can refer your complaint to The Property Ombudsman for further review which will be detailed in your final viewpoint letter.
- You have a 12 month timescale thereafter to refer the matter to The Property Ombudsman if you remain dissatisfied.

***The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP, Tel: 01722 333306, Website: [www.tpos.co.uk](http://www.tpos.co.uk)***



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