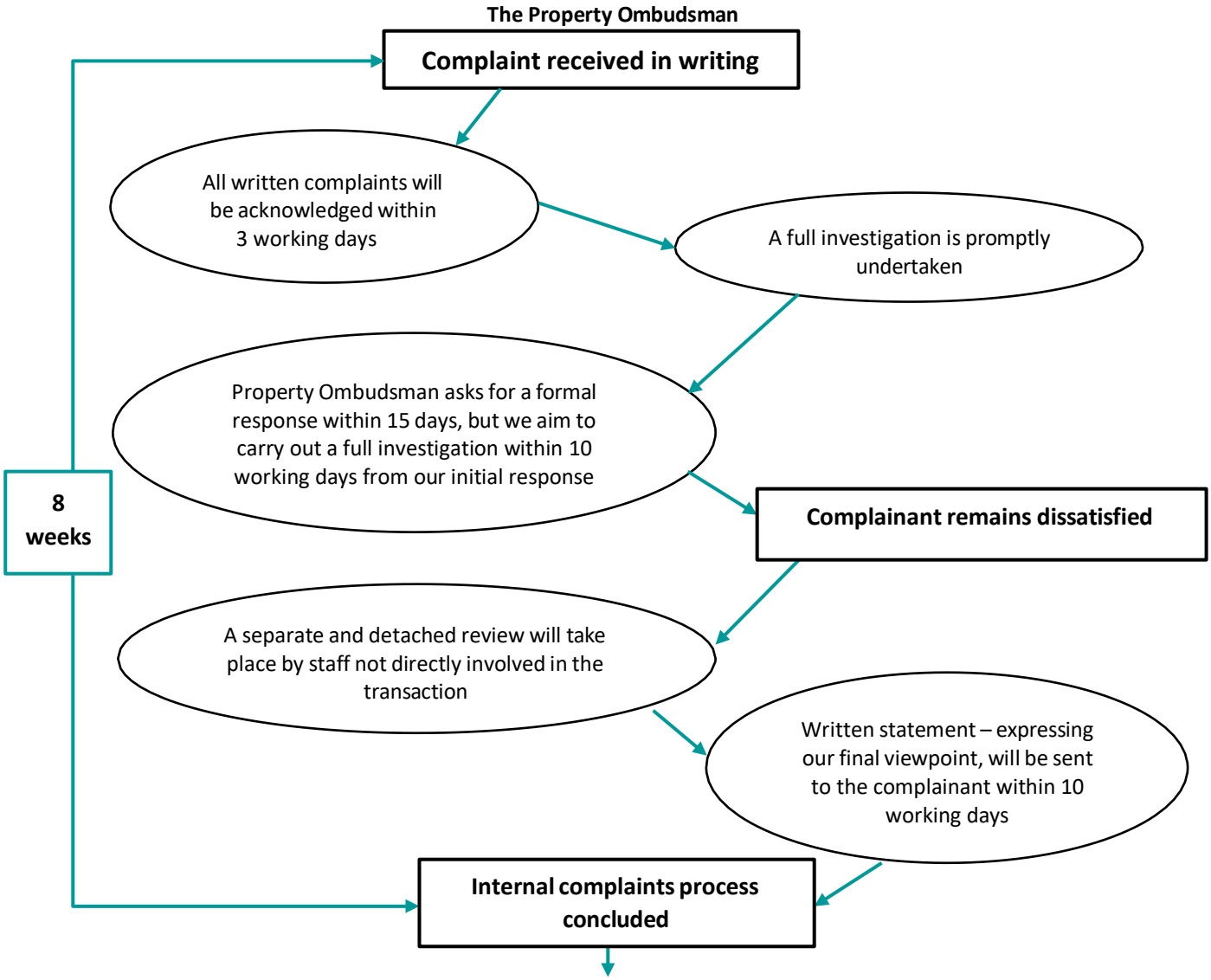
Centrick Complaints Handling Process (as recommended by The Property Ombudsman)



If your complaint has still not been resolved to your satisfaction after the last stage of the internal complaints process, or more than 8 weeks has elapsed since the complaint was first made, you may refer your complaint to the Ombudsman. Please be aware that you have up to 12 months from the date of our final viewpoint response to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue this matter further.

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

Website: www.tpos.co.uk

We are members of Propertymark

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.

Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence

01926 496 791

complaints@propertymark.co.ukpropertymark.co.uk/professional-standards/complaints