



Complaints Procedure

- Potters are committed to providing the very highest service standards.
- If you feel that we have not met your expectations in any way, we would like to know.

Stage One:

- Complaints should in the first instance be directed in writing to the person dealing with you.
- Please set out the issues clearly and how we can best help you to resolve them.
- Your complaint will be acknowledged in three days, and a formal response will be made within 14 days.

Stage Two:

- If after receiving the response in Stage One, you feel that the complaint has still not been resolved to your satisfaction you may write to the Equity Partners who are the legal owners of Potters Estate Agents.
- The owners will convene a “Boardroom type” meeting to consider the issues raised, and to propose solutions.
- Our proposed solutions will be sent to you in a: “Final Settlement Letter” within 14 days from receiving your complaint.

Stage Three:

- Following Stage Two should the complaint still not remain resolved to your satisfaction you may refer the matter to The Property Ombudsman (TPO)
- In the case of Tenancy Deposits to The Association of Residential Letting Agents (ARLA).
- The steps outlined above must be completed first and any complaint must be received by them within twelve months of receipt of your first written complaint:

The Property Ombudsman

- The Property Ombudsman (TPO) Milford House 43 - 55 Milford Street Salisbury Wiltshire SP1 2BP

The Association of Residential Letting Agents

- Arbon House 6 Tournament Court Edgehill Drive Warwick CV34 6LG