



In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages as set out below. The process should take no longer than 8 weeks.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to William Barton, Partner. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Rivers Court
High Street
Sproughton
Ipswich
Suffolk, IP8 3AP

Email: philip@landbridge.co.uk



Stage 2 – Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints procedure.

Timescale

Within 3 working days of receiving your complaint.



Stage 3 – Our Investigation

Your complaint will be investigated and William Barton will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale

Within 15 working days of receiving your complaint.



Stage 4 – Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and Philip Summers, Partner will provide a written response outlining our final position and proposing resolutions where appropriate.

Timescale

Within 15 working days of receiving your complaint.



Stage 5 – Third Party Resolution

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

Consumers

The Property Ombudsman
Unit 159756
PO Box 7169
Poole, BH15 9EK
01722 333306
www.tpos.co.uk admin@tpos.co.uk

Commercial Clients

RICS Dispute Resolution Service
55 Colmore Row
Birmingham
B3 2AA
+44 (0)20 7695 1670
<http://www.rics.org/regulation/reporting-concerns/raising-concerns-about-a-regulated-member#raisingconcernsform>

Timescale

You must refer your complaint to The Property Ombudsman/RICS Dispute within 12 months of the date of our final viewpoint letter

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman / RICS Dispute Resolution Service.

No charge will be made for any complaint we handle.

Landbridge is a trading name of Landbridge Property LLP, a limited liability partnership, registered in England and Wales Number OC416790. Registered office: 106 – 107 Dowgate Hill House, 14-16 Dowgate Hill, London EC4R 2SU

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