

Complaints Procedure

All complaints must be made in writing to:-

Adrian Wilkes-Green
Director
Wilkes-Green + Hill Ltd
9+10 Angel Lane
Penrith
Cumbria
CA11 7BP

All written complaints will be acknowledged in writing within 3 working days and a formal written answer to the complaint will be sent out within 15 working days of receipt of the complaint.

Should the complainant remain dissatisfied he/she can further pursue the claim via the Ombudsman for Estate Agents. This must be done within 6 months of receipt of the formal written answer to:-

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
Tel: 01722 333306
Fax: 01722 332296
Email: admin@tpos.co.uk

9+10 Angel Lane
Penrith
Cumbria
CA11 7BP

T 01768 867999
F 01768 895033
info@wilkesgreenhill.co.uk
www.wilkesgreenhill.co.uk

Registered in England & Wales No. 3210913
Registered Office 9+10 Angel Lane, Penrith

