



We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it so we can improve our standards and services. We will try to resolve your complaint to your satisfaction and if you are happy with the outcome of the investigation, the matter will conclude.

If you have a complaint, please put it in writing to Manager of the branch you have been dealing with.

What will happen next?

- An acknowledgment letter will be sent to confirm receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. If that is not possible, an update on what is happening with your complaint will be provided.

If you remain dissatisfied and cannot agree on how to resolve your complaint then you will have the opportunity to take your complaint to the final stage of our in-house complaints handling procedure which is a review by the Director of Sales, Michael Saltsman. Please put this complaint in writing and address to the following:

Michael Saltsman
Director
Saltsman & Co
116 Market Street
Droylsden
Manchester M43 7AA

- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If, after the final stage of our in-house procedure is exhausted you remain dissatisfied and we cannot agree how to resolve your complaint then you have the opportunity to refer your complaint to The Property Redress Scheme to request an independent review:

The Property Ombudsman
Milford House
Salisbury
SP1 2BP

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.