

Complaints Process

Whilst we make every effort to ensure that the service you receive is of the highest standard we do understand that from time to time things do go wrong. Please follow the easy steps below to let us know if you are unhappy.

1. Please raise your complaint in the first case to the person you were dealing with at the time the issue came to light. Be specific and give detail so we can investigate the issues properly
2. If we are unable to resolve your issue and you are still unhappy then please inform one of the directors by email:

John Ascroft john@hometruthslancs.co.uk
Nina Ascroft nina@hometruthslancs.co.uk

Again please give us as much detail as possible and also let us know why we were unable to resolve things initially. We will aim to have a resolution for you within 14 days of you contacting us at this stage. We will endeavour to resolve the matter and give you our final response.

3. Finally, if you are still unhappy, you can contact the Property Ombudsman as follows:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306
admin@tpos.co.uk
www.tpos.co.uk