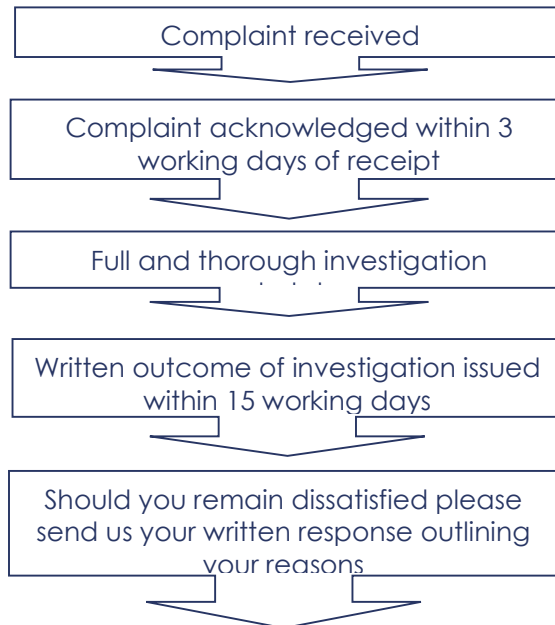


## Process and Timescales



We will undertake a prompt and detached review and then issue a written statement within 15 working days of receiving your request for a review, setting out the review findings and confirming our final view

If you remain dissatisfied you can then contact The Property Ombudsman to request an independent review;

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
T: 01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note the following;

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

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

ElliotLee does not want unhappy customers. It's important that as a business, we provide excellent service and hear any concerns our clients may have so we can put things right when needed.

This is why as a Company we need to look at the problem, look at who you have told us you think is responsible and have a chance to decide what is the right or wrong or if it is a question of improving our communications and procedures, we follow this up.