

As members of The Property Ombudsman, Professional Properties aims to provide the highest standard of service to all our customers, however, if you believe you have a grievance, please see below our procedure for complaints:

1. Please write in the first instance to Laura Clarke at the address below:

Laura Clarke, Professional Properties, Cedar House, 35 Ashbourne Road, Derby DE22 3FS
laurac@professionalproperties.co.uk

2. The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established internal procedures.
3. A formal written outcome of the complaint will be sent to you within 21 days. If we require a longer period of time to conduct the investigation we will advise you in writing and confirm the revised response date.
4. If you are still dissatisfied with the result of the internal investigation, please contact Jane Mason at the address below who will review the complaint.

Jane Mason, Professional Properties, Cedar House, 35 Ashbourne Road, Derby DE22 3FS
janem@professionalproperties.co.uk

5. Following the conclusion of our investigation, we will write to you with a final written statement.
6. If you are still remain dissatisfied, you can refer the matter to:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

Professional Properties