



### COMPLAINTS HANDLING PROCEDURE

Walton & Hipkiss operate a formal Complaints Handling Procedure (CHP) If you have any complaint (“any expression of dissatisfaction”) please follow this procedure.

If we are unable to satisfy your complaint ourselves for consumer complaints, we are members of the The Property Ombudsman (TPO) Scheme and abide by the TPO code of Practice.

Stage One All complaints will be dealt with by the Managing Director

Andrew Hipkiss (Managing Director) Walton & Hipkiss 111 Worcester Road Hagley Stourbridge  
DY9 0NG

Call 01562 886688 or E-Mail: [ah@waltonandhipkiss.co.uk](mailto:ah@waltonandhipkiss.co.uk)

If you have a question, or if you would like to make a complaint, please don’t hesitate to contact Andrew Hipkiss.

If you have initially made your complaint verbally, whether face-to-face or over the phone, please also make it in writing, this is to ensure that we fully understand exactly what your complaint is and have a written record of it.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Andrew Hipkiss – Managing Director on behalf of Walton & Hipkiss We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of Andrew Hipkiss’s investigation into your complaint, the matter will conclude.

We will acknowledge your complaint within 3 working days. We will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 15 working days unless exceptional circumstances require further investigation. If we are able to resolve the complaint to the satisfaction of the complainant then that concludes the complaint.

#### Stage two

If it is not possible to satisfy your complaint, we will explain to the complainant that our CHP has been exhausted and refer them to the second stage, if we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, through either of the following in dependant redress mechanisms

For consumer complaints

The Property Ombudsman Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP  
Tel: 01722 333306 or Email [admin@tpos.co.uk](mailto:admin@tpos.co.uk) Web [www.tpos.co.uk](http://www.tpos.co.uk)

We are members of the The Property Ombudsman (TPO) Scheme and abide by the TPO code of Practice, there is no charge for the use of this service.

You agree that, in the event of your marketing a complaint to the TPO or the TPO redress scheme, we may disclose information relating to the sale of your property to the Ombudsman. You also agree that we may disclose your contact details to TPO Ltd (who are responsible for running the TPO scheme) to assist them in their monitoring of our compliance with the TPO Code of Practice. For commercial complaints (business to business)

Should you have any queries regarding this procedure in the first instance contact:

Jane McKeown Walton & Hipkiss, 111 Worcester Road Hagley, DY9 0NG, 01562 881441 Email - [jane@waltonandhipkiss.co.uk](mailto:jane@waltonandhipkiss.co.uk)

