

# Capron Gould Ltd complaints handling

## Complaints Procedure

Should you have any problems with the service you receive from Capron Gould Ltd, please try to resolve this with the agent involved in the first instance. You can arrange a face-to-face meeting, email or arrange a telephone call to facilitate this.

If you feel that your complaint has not been sufficiently resolved, you should contact via email or letter: Lindsay Tabberer- Stewart, Lettings Manager, Capron Gould Ltd, 13 Lower North Street, Exeter, EX4 3ET or [lindsay@caprongould.com](mailto:lindsay@caprongould.com) setting out your complaint and your reasons for escalating this complaint further.

This complaint will be acknowledged within 5 working days of receipt and investigated. A formal written outcome of the investigation will be sent/emailed to you within 15 working days of our acknowledgement letter/email to you.

If you still feel that the resolution you receive is not sufficient then you may refer the complaint to the managing director via email or letter. Please contact Alexander Capron, Managing Director, Capron Gould Ltd, 13 Lower North Street, Exeter, EX4 3ET or [alex@caprongould.com](mailto:alex@caprongould.com). This escalation will be acknowledged within 5 working days and an investigation will commence. A formal written outcome of the investigation will be sent to you within 15 working days of our acknowledgement letter or email to you. This letter will also confirm that you are entitled, if dissatisfied, to refer the matter to The Property Ombudsman (TPO) within six months for a review.

## The Property Ombudsman (TPO)

We are certain that you will be satisfied with our service but if you have any concerns, we operate a formal Complaints Procedure as detailed above. We are a member of The Property Ombudsman (TPO) scheme and abide by its Code of Practice. Our Registration number with the TPO is D8567.

For the avoidance of doubt, TPO will only review complaints made by consumers if you have fully exhausted the above complaints procedure.

Full details of the Ombudsman scheme are available on request. The TPO website address is: [www.tpos.co.uk](http://www.tpos.co.uk)

Full contact details for the TPO can be found below.

**The Property Ombudsman**

**Milford House**

**43-55 Milford Street**

**Salisbury**

**Wiltshire**

**SP1 2BP**

**01722 333 306**

**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

**[www.tpos.co.uk](http://www.tpos.co.uk)**