



Complaints Procedure

As a member of Safeagent Exeter Property aims to provide the highest standard of service to all landlords and tenants. To ensure your interests are safeguarded we offer the following:

If you have a complaint please write in the first instance to Hannah Blackburn at 6 Montagu Close, Exeter, EX2 7FU or mail@exeter-property.co.uk We will acknowledge your complaint in writing within 3 days and investigate thoroughly and you will receive a reply within 15 working days.

If you are dissatisfied with the result of the in-house investigation you can refer the matter to The Property Ombudsman up to 12 months after our final offer letter:

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

Telephone: 01722 333306
Website: www.tpos.co.uk
E-Mail: admin@tpos.co.uk

6 Montagu Close, Exeter, EX2 7FU

01392 462462 | 07815 898449 | mail@exeter-property.co.uk | www.exeter-property.co.uk