Hilton & Horsfall

Complaints Procedure

How we handle feedback and complaints, and your right to an independent review from The Property Ombudsman.

We aim to provide a high standard of service to every client and customer. If our service falls short, we want to know about it — your feedback helps us put things right and improve. This procedure explains how we handle complaints, and your right to escalate the matter to The Property Ombudsman (TPO) if you remain dissatisfied.

How to Complain

Please put your complaint in writing, setting out a brief summary followed by full details of your concerns. This helps us investigate thoroughly and respond promptly.

EMAIL

info@hilton-horsfall.co.uk

POST

Hilton & Horsfall Estate Agents
75 Gisburn Road, Barrowford
Lancashire, BB9 6DX

Our Process

STEP 1 Initial Investigation

3 We will **acknowledge** your complaint in writing within 3 working days of receiving it, enclosing a copy of this procedure and a copy of the TPO Consumer Guide.

15 We will investigate and send you a **formal written outcome** within 15 working days of the date of our acknowledgement.

STEP 2 Internal Review

↻ If you remain dissatisfied, contact us again at **info@hilton-horsfall.co.uk** to request a review. Your complaint will be reviewed by a director who was not involved in the original investigation.

15 We will write to you within 15 working days of receiving your request, confirming our **final viewpoint** on the matter.

STEP 3

The Property Ombudsman

If you are still not satisfied once you have received our final viewpoint letter — or if more than **8 weeks** have passed since you first raised your complaint — you may refer the matter to The Property Ombudsman for an independent review, free of charge.

> **PLEASE NOTE**
>
> You must submit your complaint to TPO within **12 months** of the date of our final viewpoint letter, along with any supporting evidence. TPO requires that all complaints go through this in-house procedure first before it will consider an independent review.

The Property Ombudsman

Address: Unit 159756, PO Box 7169,
Poole, BH15 9EL
Telephone: 01722 333 306

Email: admin@tpos.co.uk
Website: www.tpos.co.uk

About This Procedure

Hilton & Horsfall Estate Agents operates as two entities — Hilton & Horsfall Sales Ltd and Hilton & Horsfall Lettings Ltd — both members of The Property Ombudsman scheme. This procedure applies to complaints relating to either service.