



**Red Clam Ltd (Trading as Grantley) & Property Services Haslemere Ltd (Trading as Grantley)** aims to provide the highest standards of service to all our clients and customers but to ensure that your interests are safeguarded we offer the following:

- If you believe that you have a grievance please put it in writing, including as much detail as possible, and send it, in the first instance, to:

Mark Blakeway  
Grantley  
Poyle House  
24 Epsom Road  
Guildford  
Surrey, GU1 3LE

- The grievance will be acknowledged within 3 working days. We will then investigate your complaint. Your file will be reviewed, and your complaint discussed with the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 days of sending the acknowledgement letter. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact:

Martin Young  
The Grantley Group Ltd  
Poyle House  
24 Epsom Road  
Guildford  
Surrey, GUT 3LE

- We will write to you within 15 days of receiving your request for a review confirming our final viewpoint on the matter.
- If you are still dissatisfied, you can then contact the Property Ombudsman at the address below to request an independent review:

The Property Ombudsman  
Milford House  
43 - 45 Milford Street  
Salisbury  
Wiltshire, SP1 2BP

Telephone:  
01722 333306

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

**Please note the following:**

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure before being submitted for an independent review.