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# HELMORES COMPLAINTS PROCEDURE SALES



HELMORES  
SINCE 1699

## STAGE ONE

LINE MANAGER  
MR IAN BLANCHFORD

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We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

### Contact details:

Ian Blanchford  
Helmores  
111-112 High Street  
Credon, EX17 3LF  
ian@helmores.com  
01363 777 999

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

## STAGE TWO

OFFICE MANAGER/PARTNER  
MR PHILIP MORGAN

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If you wish to progress your complaint beyond the line manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the branch manager will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

### Contact details:

Philip Morgan  
Helmores  
111-112 High Street  
Credon, EX17 3LF  
phil@helmores.com  
01363 777 999

## STAGE THREE

SENIOR PARTNER  
MR ROB STOYLE

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Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the senior partner. This must be done within 28 days of the letter from the office manager/partner. Your correspondence will be acknowledged within five working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

### Contact details:

Rob Stoye  
Helmores  
111-112 High Street  
Credon, EX17 3LF  
rob@helmores.com  
01363 777 999

## STAGE FOUR

THE PROPERTY OMBUDSMAN

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Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for  
The Property Ombudsman Scheme  
are as follows:

Telephone: 01722 333 306  
email: admin@tpos.co.uk  
website: www.tpos.co.uk

### post:

TPOS Complaints, Milford House,  
43-55 Milford Street, Salisbury,  
Wiltshire SP1 2BP

The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.

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# HELMORES COMPLAINTS PROCEDURE RENTALS



HELMORES  
SINCE 1699

## STAGE ONE

RENTALS MANAGER MRS  
JO LUXTON

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We would request that you initially make your complaint in writing to the Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

### Contact details:

Jo Luxton  
Helmores  
High Street  
Crediton, EX17 3LF  
jo@helmores.com  
01363 777 999

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

## STAGE TWO

OFFICE MANAGER/PARTNER  
MR PHILIP MORGAN

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If you wish to progress your complaint beyond the line manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the branch manager will acknowledge your correspondence within five working days. You will receive a full response within 15 working days.

### Contact details:

Philip Morgan  
Helmores  
111-112 High Street  
Crediton, EX17 3LF  
phil@helmores.com  
01363 777 999

## STAGE THREE

SENIOR PARTNER  
MR ROB STOYLE

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### Contact details:

Rob Stoye  
Helmores  
111-112 High Street  
Crediton, EX17 3LF  
rob@helmores.com  
01363 777 999

## STAGE FOUR

THE PROPERTY OMBUDSMAN

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