



Fortnums Estates Ltd.
Prama House
267 Banbury Road
Summertown, Oxford
OX2 7HT

t 01865 745555
e sales@fortnumsestates.co.uk

www.fortnumsestates.co.uk

In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing by letter or email to:

Post: Fortnums Estates, Prama House,
267 Banbury Road, Oxford, OX2 7HT

Email: sales@fortnumsestates.co.uk

We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it and we will begin our in-house process.

We will then investigate your complaint. Lizanne Simmons will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate. This formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If you remain unhappy, your subsequent complaint will be investigated by Lizanne Simmons and will provide a written response outlining our final position and proposing resolutions where appropriate. This will be within 15 working days of receiving your request for a review and will include confirmation of our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
www.tpos.co.uk

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.



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