



SWITHENBANK

ESTATE AGENTS

Swithenbank Estate Agents – Complaints Procedure

Effective from: 27/06/2025

Reviewed annually

At Swithenbank Estate Agents, we are committed to providing a high standard of service. However, we understand that things can occasionally go wrong. If a client or customer are dissatisfied with any aspect of our service, we want to know so we can put things right and improve in the future.

Step 1: Raising a Complaint

If there's a complaint, please raise it with our **Operations Director, Martyna**, who will aim to resolve the issue promptly and fairly.

You can contact Martyna by:

- **Email:** martyna@swithenbankproperty.com
- **Post:** Swithenbank Estate Agents, 130 Northenden Road, Sale Moor, M33 3HD
- **Phone:** 0793053646

Please include:

- Your name and contact details
- Property address (if applicable)
- A clear description of the issue
- Any relevant documents or evidence

We will acknowledge receipt of your complaint within **3 working days**.

Step 2: Investigation and Response

Martyna will:

- Investigate the matter thoroughly
- Respond with findings and, where appropriate, proposed resolutions within **15 working days**

If more time is required, we will inform you in writing and provide an updated timeframe.



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Step 3: Escalation to Director

If you are not satisfied with the response from Martyna, you may escalate the complaint to our **Director, James**.

Please contact James in writing at:

- **Email:** james@swithenbankproperty.com
- **Post:** Swithenbank Estate Agents, 130 Northenden Road, Sale Moor, M33 3HD
- **Phone:** 07415 872 746

James will conduct an independent review and issue a final written response within **15 working days** of escalation.

Step 4: Independent Redress

If you remain dissatisfied after our final response, you may refer your complaint to the **Property Ombudsman** (TPO) for independent review. We are a member of the TPO and abide by their code of practice.

Contact details:

The Property Ombudsman

Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Website: www.tpos.co.uk

Email: admin@tpos.co.uk

Phone: 01722 333 306

Complaints must be submitted to the TPO within **12 months** of receiving our final response.