Lollipop Property Group Limited Complaints Procedure.

At Lollipop Property Group Limited we value all our customers and endeavour to provide you with a professional service in any way we can. If, however, you feel that we have fallen short of your expectations, we will do whatever we can to resolve your issues. So we need you tell us if things have gone wrong, feedback is always welcome.

If you are unhappy with any aspect of our service you have received, please contact us at [hello@lollipopproperty.com](mailto:hello@lollipopproperty.com) or write to us at the above address, in the first instance.

We will endeavour to respond the same day but will acknowledge you complaint within 3 working days.

Your complaint will be investigated by a Director and a response will be sent to you within 15 working days.

If at this stage, you are still not satisfied, please contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming 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**](http://www.tpos.co.uk)

*Please note the following:*

*You will need to submit your complaint to The Property Ombudsman within 12 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.*

Lollipop Property Group Limited.