

ARNISON & COMPANY SOLICITORS LIMITED
ARNISON HEELIS

Our complaints procedure

If you have a complaint, please contact Michael Robson, our client care Director.

You can contact him at 1 St Andrew's Place, Penrith, Cumbria, CA11 7AW. Telephone 01768 862007 or email at michael.robson@arnisonheelis.co.uk: If we have to change any of the timescales set out below we will let you know and explain why.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
3. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
4. We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
5. If you would like more information about the Property Ombudsman their contact details are as follows:-
 - Visit <https://www.tpos.co.uk/>
 - Call 01722 333306 between 9.00am to 4.30pm
 - e-mail admin@tpos.co.uk
 - Postal address: Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

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.