

Complaints Policy

Introduction & Aim

We will always ensure that our clients are treated with the utmost respect and given the highest level of service possible. There will be occasion where clients and members of the public are dissatisfied and will want to make a complaint.

Making a Complaint

If you are not satisfied with any element of the service you have received, you are encouraged to put your complaint in writing for the attention of the HR Manager to info@paulfoshauctions.com

The HR Manager will send an email acknowledging receipt of the complaint within 24 hours, along with a copy of the in-house complaints policy. The complaint will be investigated, and a written outcome of the complaint will be sent to the complainant within 15 working days, in line with The Property Ombudsman guidance.

If the complainant remains dissatisfied with the final written outcome letter, the complainant can refer the complaint to The Property Ombudsman within 12 months of the date of the final viewpoint letter.

The Property Ombudsman Ltd
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333306