

04/10/2018 4:15pm

Dear Mr Jones

Thank you for your Complaints Form and supporting documents.

I have attached a copy of our Consumer Guide for you. This gives you all the information you need about what you can expect from us and how we handle complaints.

We have asked Reeds Rains Limited trading as Reeds Rains Estate Agents to send us their file. We've also asked them to send you a statement giving their side of the story. They should do this within the next three weeks. If you don't receive a copy of the letter, please get in touch with us.

What happens next

When you receive their statement, please send us any comments you have about it. We will already have a copy from the agent, so you don't need to send your copy to us.

When we have your comments, and everything else we need to consider your complaint, we will start our review.

What you need to know

From the point we accept a complaint, it can be between three and five months before you receive our decision. This is because we need to gather information from you and the agent before we can start. We will write to confirm when we have everything we need to begin, and again if the review is going to take longer than 90 calendar days.

If the timescales don't work for you, you can withdraw your complaint at any time. Just let us know if you want to do that.

We can only review the specific points you have already raised with Reeds Rains Estate Agents and clearly explained on the Complaints Form you sent us. If you have any new complaints, you need to contact the agent about them first.

If you have any questions

While we wait for the agent to send their documents, please get in touch if you have any questions. You can call me on 01722 333 306. You can also go to www.tpos.co.uk/consumers/faq to read the answers to our frequently asked questions.

Yours sincerely

R.H.

Case Management Officer