

31/10/2018 2:13pm

Dear Mr Jones

Thank you for confirming you have not received a copy Reeds Rains Estate Agents' submission letter.

A copy of the letter is enclosed for your information. If you have any comments in relation to the contents of their letter, please put these in writing to me within the next 14 days. Once we are in receipt of your comments or the 14 days has elapsed, your case can proceed to be allocated for review which we will aim to do within 90 days.

I would advise, however, that this is not an opportunity for you to raise new complaints. Doing so at this stage is likely to slow the process as the Ombudsman is unable to consider a complaint until the agent has been given the opportunity to resolve the issues with you in the first instance.

You may notice that the agent has referred to appendices in their submission letter. We do not usually send a complainant documents from the company file for their comments as, in most cases, the appendices refer to correspondence between you both, or contain confidential third party information. However, if there is a document which is pertinent to the decision made by the Ombudsman which you may not have seen, we will send this to you when the Ombudsman's Proposed Decision is issued.

It is also important to note that any comments you do make will not be responded to until the Complaint is reviewed and that these may be disclosed to Reeds Rains Estate Agents when the Ombudsman's Proposed Decision is issued.

Yours sincerely

R.H.

Case Management Officer