



**Reeds Rains**  
Reeds Rains Customer Relations  
Department  
Newcastle House  
Albany Court  
Newcastle Business Park  
Newcastle upon Tyne  
NE4 7YB

[www.reedsrains.co.uk](http://www.reedsrains.co.uk)

18 March 2019

Your reference:   
Reference: 

Dear Mr Jones

Thank you for your e-mail of 15 March 2019.

We note that you state your position has not changed by which we assume you are not going to accept the award of £500.00 compensation awarded by The Property Ombudsman. (TPO) We also note that your view is that TPO has failed to consider in its obligation to consider your case objectively. It is a matter for you whether you wish to challenge the TPO on this case.

Reeds Rains position is that the TPO findings do present a fair summary of the issues in this case and that the compensation proposed is a reasonable assessment of your loss. We are therefore of the view that we are now effectively at the end of our complaint handling process with you.

Notwithstanding that the TPO has confirmed to you that it is closing its file, as a gesture of goodwill I can confirm that Reeds Rains will honour the ruling and make payment of £500.00 to you, should you choose to subsequently accept the decision within 6 months of the date of this e-mail (i.e by 18 September 2019) if you do wish to accept, please contact customer relations on the following e-mail address:-

[salescomplaint@slps.co.uk](mailto:salescomplaint@slps.co.uk)

Case [REDACTED] Ombudsman

Upon receipt of your acceptance, arrangements would be made to reimburse you. Please note, payment of this award would be in full and final settlement of this claim.

Yours sincerely

A handwritten signature in black ink, appearing to read 'T. Clinton', written in a cursive style.

Tracy Clinton  
Head of Customer Relations  
tracy.clinton@slps.co.uk