



## Complaints Procedure

At Bowdens Estate Agent, we are committed to delivering the highest standards of service. If something goes wrong, we want to hear about it so we can resolve the issue and continue improving.

**Step 1: Raise the Issue Informally** We encourage you to first speak to the staff member you have been dealing with. Most issues can be resolved quickly and informally at this stage.

**Step 2: Submit a Formal Complaint** If the matter is not resolved to your satisfaction, please submit a formal complaint in writing to:

Complaints Manager Bowdens Estate Agent

Email: [daniel@bowdensproperties.co.uk](mailto:daniel@bowdensproperties.co.uk)

Telephone: 01954 710700

Website: [www.bowdensproperties.co.uk](http://www.bowdensproperties.co.uk)

Please include:- Your name and contact details- The address of the property involved (if applicable)- A detailed description of your complaint- Any relevant correspondence or documents We will acknowledge your complaint within 3 working days.

**Step 3: Investigation and Response** We will investigate your complaint thoroughly and aim to provide a written response within 15 working days. If more time is required, we will keep you informed of progress and expected timescales.

**Step 4: Final Internal Review** If you remain dissatisfied with our response, you may request a final internal review. A senior member of staff will review the case and respond within 15 working days.

**Step 5: Independent Redress - The Property Ombudsman** If you are still not satisfied, you may refer your complaint to:

The Property Ombudsman (TPO) Milford House,

43-55 Milford Street,

Salisbury, SP1 2BP

Cambourne Office 01954 710 700

[sales@bowdensproperties.co.uk](mailto:sales@bowdensproperties.co.uk)

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

4 Caxton House, Broad Street, Great Cambourne, Cambs. CB23 6JN

Company Number: 16451727 VAT Number TBC

Bowdens is a trading name of Malcolm Residential Sales Ltd

Directors: Daniel Bowden, Ashleigh Bowden





Tel: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

You must refer your complaint within 12 months of our final response. TPO is free, impartial, and independent.

Note: Bowdens Estate Agent is a registered member of The Property Ombudsman Scheme and follows its Code of Practice

Cambourne Office 01954 710 700

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