

# Complaints Procedure

We try and continue to improve our services and one of the ways we do this is by listening, dealing and responding to our clients. In the event of a complaint, we always look to deal with any views and issues in branch on the first occasion.

If to lodge a formal complaint, please click [here](#) to read and follow our procedure.

Please see below the procedure we at Perfect Pads will follow with the complaint, as we are required by the Property Ombudsman.

Should you have a complaint please address this orally with the applicable staff member. If your complaint to the applicable member of staff is not resolved, then your complaint will be passed to the branch manager.

If this is not resolved orally to the manager, please make the complaint in written form. The complaint will be dealt within 10 days of receipt, which an outcome of the complaint will be dealt with a final reply. In some circumstances, an extension may be needed if staff are unavailable.

Should you remain not satisfied with the final outcome you will have the opportunity to refer the complaint to the Property Ombudsman.