



STEPHENSON BROWNE

2026

CUSTOMER COMPLAINTS PROCEDURE

Stephenson Browne Ltd

www.stephensonbrowne.co.uk

21 High Street, Congleton, CW12 1BH

ABOUT

STEPHENSON BROWNE



Here at Stephenson Browne we pride ourselves on delivering a tailored service to suit our clients' needs. However, if you do have a grievance with any part of our service' we want you to advise us, so that we can resolve this and turn a negative situation into a positive one.

Each of our employees aim to provide a high level of service to our customers but on occasion things can go wrong. When they do, we are committed to resolving the matter promptly and fairly. For ease, we have broken down our complaint's procedure below:

Procedure

1. Please write by letter or e-mail to the Branch Manager/Appropriate lettings office with details of your complaint, setting out clearly the reasons for your grievance(s), together with dates, names of any staff member you have dealt with and attaching any supporting evidence.
2. The Branch Manager/Appropriate lettings office is required to acknowledge your complaint in writing (by e-mail or letter) within 5 Working Days of receiving it.
3. The Branch Manager/Appropriate lettings office will investigate your complaint and provide you with a formal outcome of their investigation within 15 Working Days of receiving the complaint.
4. If you are not satisfied with the response, you can take the matter further within Stephenson Browne by writing to Sales Director, Craig Whitney, on craig@stephensonbrowne.co.uk if your complaint is in regards to our sales team. If you have a complaint in regards to lettings, please contact our Head of Lettings, Jenny Williams, on jenny@stephensonbrowne.co.uk. Alternatively, you can write to us on the below address. Your complaint will be reviewed and responded to within 15 Working Days from receiving.

Craig Whitney
Stephenson Browne Ltd
21 High Street
Congleton
CW12 1BH

Jenny Williams
Stephenson Browne Ltd
21 High Street
Congleton
CW12 1BH

5. If you remain dissatisfied, then you may refer the complaint to The Property Ombudsman, whose details you can find on the reverse of this document. For The Property Ombudsman to consider your complaint it must be referred to them Within 12 Months of you receiving your final response. Please note that The Property Ombudsman does not have the authority to award compensation.



The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

Online Contact Form: <https://www.tpos.co.uk/about-us/contact-us/>

E-mail: admin@tpos.co.uk

Tel: 01722 333 306

www.tpos.co.uk