



STEPHENSON BROWNE

2026

# CUSTOMER COMPLAINTS PROCEDURE

Stephenson Browne Ltd

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

21 High Street, Congleton, CW12 1BH

# ABOUT

## STEPHENSON BROWNE

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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](mailto: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](mailto: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 or Propertymark, whose details you can find on the reverse of this document. For The Property Ombudsman or Propertymark to consider your complaint it must be referred to them within 12 Months of you receiving your final response. Please note that Propertymark does not have the authority to award compensation.



propertymark

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**Propertymark**

**Address:** Regulation, Propertymark, 6 Tournament Court, Edgehill Drive,  
Warwick, CV34 6LG

**Online Contact Form:** <https://www.propertymark.co.uk/professional-standards/complaints.html>

**Email:** [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk)

**The Property Ombudsman**

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