

# HAVE WE DONE SOMETHING WRONG?

When dealing with property we know from time to time things don't always go as smoothly as we'd hope. Portico will always do our absolute best to correct any mistakes as we whole-heartedly believe in treating all our customers fairly. Our aim is to resolve the matter as soon as we can by:

- Understanding what went wrong and why
- Looking for ways to fix any mistakes made
- Explaining the issue, what we have done and what will happen next

## What do you need to do?

In order to work with you to resolve any mistakes made, we need to know what's gone wrong. To resolve your issue quickly please contact the local Branch Manager or Head of Department as they will have a detailed knowledge of you and your property. They will work with you to try to put things right.

### Stage One – Formal Complaint

Occasionally the local team can't help you put things right, so if you are not happy and your issue has been unresolved please do get in touch with the Portico Customer Care team, [customercare@lrg.co.uk](mailto:customercare@lrg.co.uk). To put your mind at ease, they will touch base with you within three working days so you know we are looking into it for you. After this, they will liaise with a senior member of staff within the region where the property is based who will provide a full response in writing within 15 working days.

### Stage Two – Formal Complaint

If after receiving our response in writing you still consider your complaint to be unresolved, please let Customer Care know. Your complaint will be placed in the care of Donna Wright, Head of Quality and Customer Care. Donna's team will be in touch within three working days assuring you the matter is in hand.

A further full and independent review will be carried out by the National Sales Managing Director, Kevin Shaw, to understand the background, the impact it is having on you and how we can resolve the matter. A full and final response will be sent to you within 15 working days.

<b>Customer Care</b>	<p><b>Portico Customer Care Department</b>  <b>Crowthorne House</b>  <b>Nine Mile Ride</b>  <b>Wokingham</b>  <b>Berkshire</b>  <b>RG40 3GZ</b></p> <p><a href="mailto:customercare@lrg.co.uk">customercare@lrg.co.uk</a>  <b>01344 753104</b></p>
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### Stage Three – Pass your complaint to Independent Redress

If Kevin Shaw is unable to resolve your complaint or more than 8 weeks has passed since you first made your complaint you can refer the case to the ombudsman. This is a free independent service and they will undertake a full case review and the actions Portico have taken to try to resolve the case. Portico are members of The Property Ombudsman (TPO).

<b>The Property Ombudsman</b>	<p><b>The Property Ombudsman (TPO)</b>  <b>Milford House</b>  <b>43-55 Milford Street</b>  <b>Salisbury</b>  <b>Wiltshire</b>  <b>SP1 2BP</b></p> <p><b>01722 333306</b>  <b>admin@tpos.co.uk</b>  <b>www.tpos.co.uk</b></p>
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Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.