

## Dispute Resolution & Complaint Procedure

The Acorn Group will use every endeavour to provide services of the highest standard. However, if any dispute arises over the service provided, the complainant should contact the Manager of the Acorn/Langford Russell or John Payne branch in question to allow them to try and resolve the issue. If this proves unsuccessful, the complainant should then submit full details of the dispute in writing, to The Client Relationship Manager, The Acorn Group, 9 St Marks Road, Bromley, Kent, BR2 9HG or [Customerservices@acorngroup.co.uk](mailto:Customerservices@acorngroup.co.uk).

The Client Relationship Manager will acknowledge the complainant in writing within 3 working days and then work with the Complainant to resolve matters in order to reach a satisfactory conclusion within 7 working days of acknowledgment.

If the Complainant remains dissatisfied following the Client Relationship Manager's full written response, the Complainant should then write to the Group Managing Director. Written complaints will again be acknowledged by the Group Managing Director within 3 working days of receipt and the Complainant will be provided with a full written response within 15 working days.

If the parties are unable to settle the dispute by negotiation within 8 weeks from receipt of the complaint, the Complainant can refer the dispute to the Ombudsman scheme of which The Acorn Group is a member. The Ombudsman will be unable to consider your complaint if you have not followed Acorn's internal complaints procedure.

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www.tpos.co.uk](http://www.tpos.co.uk)



Find out more about **The Acorn Group** and the brands and services within the group at [acorngroup.co.uk](http://acorngroup.co.uk). Registered in England No 4398269.  
Registered office: 9 St Marks Road, Bromley, Kent BR2 9HG



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