

## 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. The Acorn Group 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 Team Member you have been working with to try to put things right.

#### Stage One - Formal Complaint

If the Team Member can't help you put things right, so if you are not happy and your issue has been unresolved please email Director of Land & Commercial, Neil Louth at [neil.louth@acorngroup.co.uk](mailto:neil.louth@acorngroup.co.uk). Neil will acknowledge your complaint within three working days and provide a full response in writing within fifteen working days.

#### Stage Two - Formal Complaint

If after receiving our full response in writing you still consider your complaint to be unresolved, please email our CEO, Neil Louth at [neil.louth@acorngroup.co.uk](mailto:neil.louth@acorngroup.co.uk) who will acknowledge your complaint within three working days and provide a full response in writing within fifteen working days.

#### Customer Services

The Acorn Group Customer Services  
9 St Marks Road  
Bromley  
Kent  
BR2 9HG

[customerservices@acorngroup.co.uk](mailto:customerservices@acorngroup.co.uk)  
020 8315 6929

#### Stage Three - Pass your complaint to Independent Redress

Hopefully the Final Viewpoint Letter will resolve your complaint. If not, or if 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 The Acorn Group have taken to try to resolve the case. The Acorn Group are members of The Property Ombudsman (TPO).

#### The Property Ombudsman:

The Property Ombudsman (TPO)  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that any referral to The Property Ombudsman must be made within 12 months of receiving our full and final response.