**Information for Customers**

Agent Hybrid is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

**Complaints Procedure**

Agent Hybrid prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

**Stage One – Senior Member or Manager of the Branch**

All complaints should, in the first instance, be directed to a Senior Member or the Manager of the Branch you have been dealing with. He or she will endeavour to acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

**Stage Two – Director of Branch**

If you remain dissatisfied, you may address your concerns in writing to the Director of the Branch, within one month of the response from the Manager of the Branch. Your letter will be acknowledged within three working days of receipt, and you will be provided with a final view written response on behalf of the Company within 15 working days of receipt of your letter.

**Address:**

Ashley Bridge (Director)

57 High Street

Stevenage

Herts

SG1 3AQ

**Stage Three - The Property Ombudsman**

After you have received a response from the Director and if you are not satisfied with his proposed resolution, you can contact The Property Ombudsman Service. Please refer to contact details below.

**Address:**  
The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire   
SP1 2BP

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Telephone 01722 333306

**Please note that you must do so within twelve months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints procedure is exhausted.**