

Jesmond  
Newcastle upon Tyne  
[www.osborneresidential.co.uk](http://www.osborneresidential.co.uk)  
Contact: 07444 612231  
[info@osborneresidential.co.uk](mailto:info@osborneresidential.co.uk)

OSBORNE  
RESIDENTIAL

## Complaints Procedure

Whilst we are fully committed to providing a professional service to all our clients and customers, we understand sometimes things can go wrong and you may not be happy with our service.

We would welcome the opportunity to discuss this, please do not feel uncomfortable in calling or writing to us with any issues you may have, and we will do everything we can to rectify the situation. Please email [keith@osborneresidential.co.uk](mailto:keith@osborneresidential.co.uk) giving as much detail as possible. We will confirm receipt of your complaint within three working days.

Depending on the type of complaint we will investigate and write to you with the outcome within 15 working days.

If you are not satisfied with the outcome, we would ask you to let us know and we will take a further review within 15 working days from receipt.

Finally, if you remain dissatisfied you can contact The Property Ombudsman to request an independent review.

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>