

What if I want to complain?

As part of our treating customers fairly policy, we carefully consider the products we offer for our customers and ensure that we make them understandable, clear and not misleading.

If you feel that we have not done our job correctly, you have the following steps to ensure your complaint is taken seriously and have the ability to take it further.

For both finance and insured products apply in writing in the first instance to....

The Managing Director

The Professional Estate Agent Ltd Tel: 01752 656770

12 Newnham Road, Colebrook, Plympton, Plymouth, Devon, PL7 4AW

If you cannot settle your complaint with us, you may be able to refer to the Property Ombudsman Service.