



CANTELL & CO  
SALES & LETTINGS

020 8940 7373 | [www.cantellandco.com](http://www.cantellandco.com)

## Complaints Procedure

Should have any issues with the service provided by Cantell & Co, in the first instance please speak with the representative concerned.

If you remain dissatisfied, please write to the Managing Director who will acknowledge your complaint within three working days and respond fully within 14 working days.

Should you still not be satisfied you can then refer the matter to The Property Ombudsman.

The Property Ombudsman,  
Milford House, 43-55 Milford Street,  
Salisbury Wiltshire SP1 2BP  
Tel: 01722 333306  
Fax: 01722 332296  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

N.B. Any complaint must be referred to The Property Ombudsman within 12 months of Cantell & Co.'s final response.