



## Complaints Procedure

At Lilygirl we always endeavour to deliver a fantastic service to all of our current and potential clients, however we are only human and sometimes mistakes happen. If you feel you are unhappy and wish to make a complaint, please contact the office in the first instance on 01292 810041 or email us at [info@lilygirl.co.uk](mailto:info@lilygirl.co.uk) and we will get back to you within 3 days.

A written response to any complaint will be issued within 15 days of the initial complaint to allow us time to investigate the circumstances around the complaint fully.

If for any reason we have not been able to resolve your complaint you can contact The Property Ombudsman within 12 months from the date of our final viewpoint, via their website.

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