

D A A Slinn & Associates Ltd  
The Little House  
Sandy Lane  
Church Brampton  
Northampton  
NN6 8AX  
01604 847998  
email [jill@slinnresidential.co.uk](mailto:jill@slinnresidential.co.uk)

## Complaints Procedure

1. We have appointed Jillian Slinn (Director) of The Little House Sandy Lane Church Brampton Northampton NN6 8AX to deal with complaints. If you have a question or if you wish to make a complaint please do not hesitate to contact her.
2. If you have initially made your complaint verbally – whether face to face or by telephone please confirm in writing, addressed to Jillian Slinn at the address in point 1.
3. Once we have received your documented complaint, Jillian Slinn will acknowledge receipt of your complaint within 4 working days.
4. Within 28 days of receipt of your written complaint Jill Slinn will write to you to inform you of the outcome of her internal investigation into your complaint and to let you know what action we will be taking.
5. If you are still unhappy with the results of any of the above you can refer your complaint to the Ombudsman Services, PO Box 1021 Warrington WA4 9FE. [www.ombudsman-services.org/property](http://www.ombudsman-services.org/property). An independent Service who will look at your complaint.