

# Complaints Guide

At Signature Properties we strive to ensure we offer the best service at all times to our customers.

However we understand that we may not always get this right and welcome any complaint made. We see this as a way to put things right, strengthen customer loyalty and improve our processes.

## Our Policy

- To provide a fair complaints procedure
- To make sure all complaints are investigated fairly and within a timely manner
- To make sure that complaints are (wherever possible) resolved effectively

## How we define a complaint

A complaint made is an expression of dissatisfaction by the customer to the effect that we have failed in some way with the service we offer, or in the way in which we have dealt with an issue.

## How to make a complaint

All complaints must be received in writing, to which a member of the team will be in touch within 48 hours.

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