

Francis Louis Complaints Process

We are sorry that you feel the need to make a complaint, please see below our guide to a complaint,

- 1 - Please call/email the team to see if we can resolve the complaint, if we cant then write to adam@francislouis.co.uk.
- 2 - Once you have written to us, we will acknowledge your complaint within 3 days.
- 3 - A written response to your complaint will be sent within 15 working days, explaining the outcome of our initial investigation.
- 2 - If you feel this isn't satisfactory then we will issue you with our final viewpoint letter and you then have the option to refer your complaint to the Property Ombudsman within 12 months.

Adam Friend
Director