

AgencyPro Ref: 1116-100323-Denton

26th October 2010

Mr Denton
4 Barn Croft Drive
Lower Earley
Reading
RG6 3WE

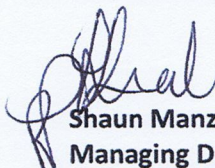
Dear Mr Denton,

I am writing to acknowledge receipt of your letter of complaint dated 26th October 2010 regarding the service received from our Earley branch. Please note your complaint has been allocated the unique reference code: 1116-100323-Denton, please quote this reference code in any correspondence or dealings with us. This reference code will also enable The Property Ombudsman to identify your complaint and by quoting the reference code to the Ombudsman you authorise the Ombudsman to access any data held on our files relating to your complaint.

I regret that you have found it necessary to raise a complaint as such matters are viewed most seriously. As members of The Property Ombudsman Scheme, we maintain and operate an in house complaint procedure and I have therefore instructed the Regional Manager, Mr Russell Mitten, to carry out a full investigation. You will receive a response following his investigation within 15 working days.

I sincerely hope that Mr Mitten will be able to resolve the matter to your satisfaction. However, if that is not the case, then in accordance with our internal complaints procedure you may ask for your complaint to be reviewed by me. If you remain dissatisfied following the internal complaint reviews, then you may refer the matter to The Property Ombudsman, a copy of The Property Ombudsman's Consumer Guide leaflet is enclosed.

Yours sincerely


Shaun Manzi
Managing Director

Enc - TPO Consumer Guide