

**This note sets out the procedure that Thomas Merrifield will follow in dealing with a formal complaint.**

1. A person has been appointed in each of our offices to deal with complaints, and you should not hesitate to contact the relevant person. Details are set out below:

Office/Company:	Contact:	Tel:
Thomas Merrifield Abingdon	Mr A Hearn	01235 538 000
Thomas Merrifield Bicester	Mr J Warrell	01869 253 253
Thomas Merrifield Didcot	Mr N Wilder	01235 813 777
Thomas Merrifield Kidlington	Mr S Merrifield	01865 515 000
Thomas Merrifield Oxford	Mr A Gribben	01865 515 000
Thomas Merrifield Wallingford	Mr S Merrifield	01491 833 833
Thomas Merrifield Wantage & Grove	Mr C Jones	01235 764 444
Thomas Merrifield Witney	Mr S Wallsworth/Mr P Miller	01993 772 000
Holyfield Estates Limited	Mr D Onion	01865 515 000
Holyfield Estates Limited - Lettings	Mr S Smith/Ms N O'Reilly	01865 515 900

2. Where your complaint is initially made verbally, you will be requested to send a written summary of your complaint to the person dealing with it. Once we have received your written summary of the complaint, we will acknowledge this to you in writing within three working days of receipt.
3. We will then undertake a full and thorough investigation of your complaint and you will be invited to make any further comments that you may have in relation to this.
4. Within fifteen working days of the receipt of your complaint, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation and to let you know what actions have been or will be taken.
5. If you are dissatisfied with any aspect of our handling of your complaint, you should contact Simon Merrifield or Dan Onion at Thomas Merrifield, Holyfield House, 1 Walton Well Road, Oxford, OX2 6ED, who will personally conduct a separate review of your complaint and contact you within a further fifteen working days setting out the review findings and expressing our final viewpoint, including any offer made.
6. If you remain dissatisfied with any aspect of our handling of your complaints, then we will attempt to resolve this promptly through negotiations. Otherwise you can refer your complaint to The Property Ombudsman for mediation within 12 months of our viewpoint letter or the date you first wrote to us. Further details are available on request or via the Ombudsman directly at:-

**The Property Ombudsman**  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire SP1 2BP

Tel: 01722 333306  
Fax: 01722 332296  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www.tpos.co.uk](http://www.tpos.co.uk)

**January 2024**  
general office docs/chp

## SALES · LAND · NEW HOMES

Holyfield House, 1 Walton Well Road, Oxford OX2 6ED  
T: 01865 515000 E: [oxford@thomasmerrifield.co.uk](mailto:oxford@thomasmerrifield.co.uk)

[www.thomasmerrifield.co.uk](http://www.thomasmerrifield.co.uk)