

EMAIL FORWARDED TO IPFI ON 6 AUGUST 2019

From: mark.mcGovern@gmail.com [mailto:mark.mcGovern@gmail.com]
Sent: 06 August 2019 19:47
To: 'Prosecutor'
Subject: 3rd response from TPO FW: The Property Ombudsman - 18962\TPO

From: Annemarie Simpson-Wild <annemarie.simpson-wild@tpos.co.uk>
Sent: Monday, July 8, 2019 9:55 AM
To: mark.mcGovern@gmail.com
Subject: The Property Ombudsman - 18962\TPO

Dear Mr McGovern

In response to your email, the agent has confirmed that you have not exhausted their complaints procedure. Therefore, please submit your formal written complaint to Ms Carole Lawes setting out all of your outstanding service related issues and advise her what you want as a resolution. It would be helpful if you could forward a copy of your formal complaint to this Office for our records.

Whilst you have previously raised concerns with the agent, you have not followed their process and we are unable to assist further unless you submit your formal complaint to Ms Lawes for investigation.

I have also written to Ms Lawes to advise that you will need to write to her with your outstanding service related issues.

Yours sincerely



Annemarie Simpson-Wild
Senior Evaluation Advisor

01722 430 042

♻️ Before you print think about the ENVIRONMENT

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If you are not the intended recipient please contact admin@tpos.co.uk

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