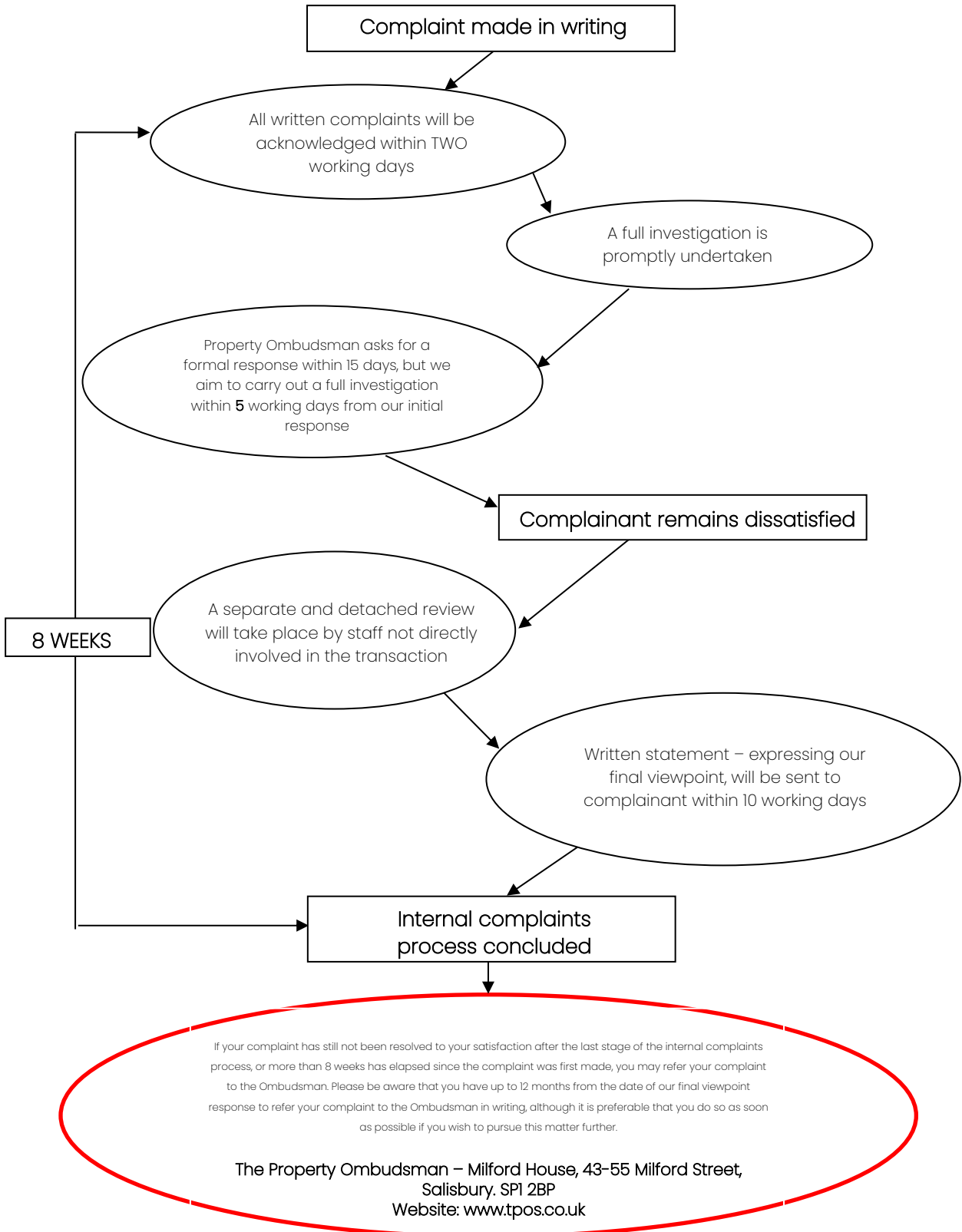


## Internal Complaints Handling Process (as recommended by The Property Ombudsman)



### Sales & Lettings

**Birmingham** The Exchange, 19 Newhall Street, Birmingham B3 3PJ T. 0121 347 6116  
**Solihull** 158 High Street, Solihull, West Midlands B91 3SX T. 0121 705 3242  
**Nottingham** 47 Queens Road, Nottingham N2 3DT T. 0115 855 9720  
**London** 1 Alfred Place, London WC1E 7EB T. 0203 478 9620