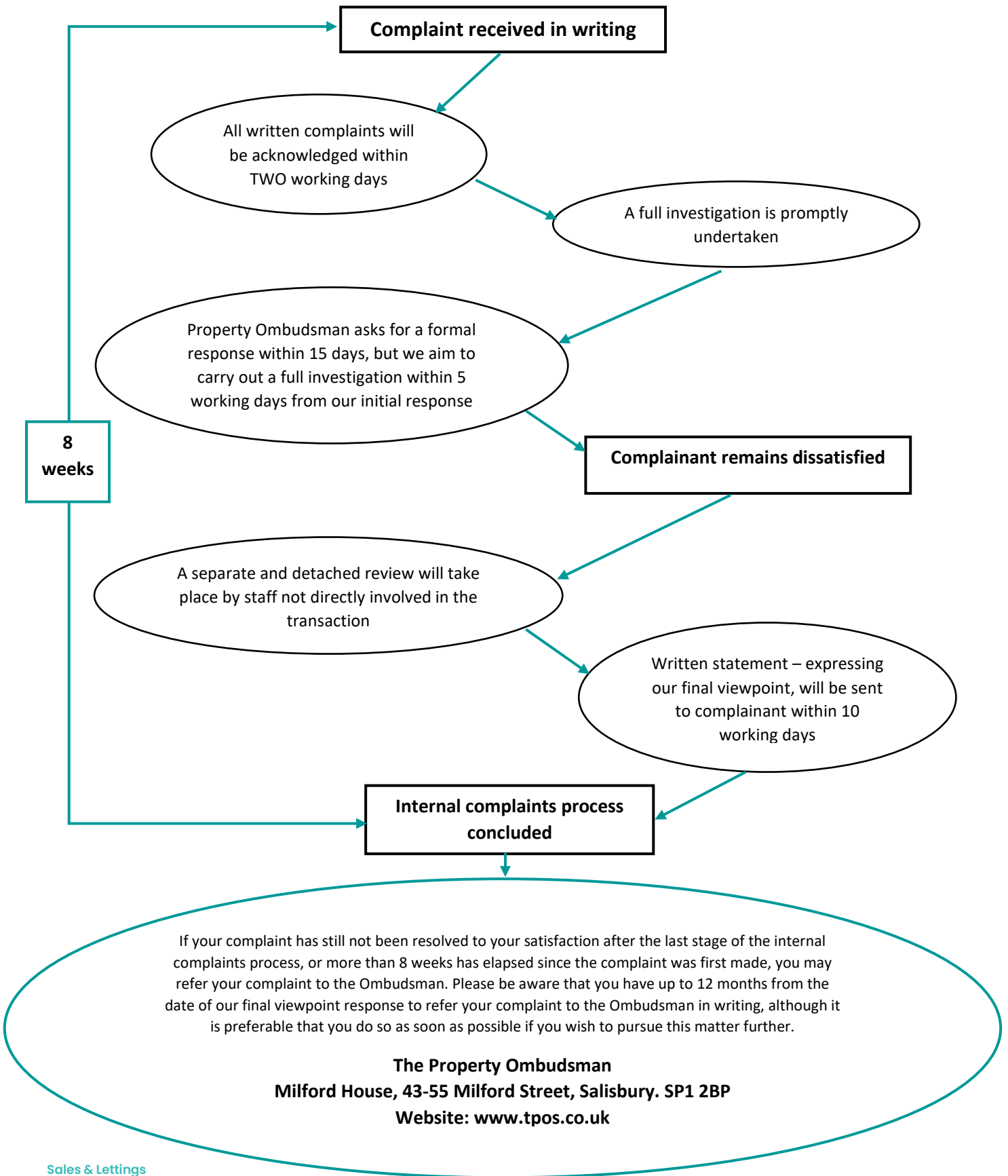


Complaints Handling Process (as recommended by The Property Ombudsman)



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