

## **Peter Cox Complaints Process**

If you have a concern regarding work carried out, or want to make a complaint, please contact your local servicing branch in the first instance via the number provided on your paperwork, alternatively you can contact our central customer services team on 0800 7312343. We will endeavour to respond to your complaint within two working days. If necessary your complaint will be escalated to your local branch manager, who will respond within 5 working days.

If after this process, you feel that your complaint has not been resolved to your satisfaction, you can contact our head office directly via [headoffice@petercox.com](mailto:headoffice@petercox.com)

Where we cannot resolve any complaints using our own complaints procedure, as we are members of Which? Trusted Traders you can take the matter to the Dispute Resolution Ombudsman. To use the ombudsman you should contact Which? on 0117 456 6032. More information can be found here:

<https://trustedtraders.which.co.uk/articles/how-to-make-a-complaint>

Similarly for unresolved technical complaints you can contact our trade association, The Property Care Association, via Telephone: 0844 375 4301

Email: [pca@property-care.org](mailto:pca@property-care.org), for further information please visit their website [www.property-care.org](http://www.property-care.org)