

In-House Complaints Procedure

We are dedicated to delivering a professional service to all our customers. If something goes wrong, we want to hear about it so we can improve our standards.

We will make reasonable accommodations, when necessary, for customers who may be disadvantaged due to factors such as age, infirmity, disability, lack of knowledge, language barriers, economic circumstances, bereavement, or if English is not their first language.

Initial Steps:

- Please first discuss your concern with a member of our staff. We aim to handle your issue with sympathy, fairness, and efficiency.
- If you are not satisfied with the resolution, request to speak to a senior manager. They will attempt to resolve the issue on the same day, though this may depend on the nature of the complaint.

Escalating Your Complaint:

- If the issue remains unresolved, please submit an official written complaint to a senior manager, including as much detail as possible. We will then respond according to the timelines below.
- Please note that the total time to address your complaint officially is 8 weeks. If it remains unresolved within this timeframe, you may refer your complaint to The Property Ombudsman.

What Happens Next?

1. Within 3 working days of receiving your official complaint, we will acknowledge receipt via letter or email, including a copy of this procedure.
2. A senior manager will then investigate your complaint by reviewing your file and speaking with the staff member involved. You will receive a formal written outcome within 15 working days of the original complaint.
3. If you are still not satisfied, you can request a separate review by the Managing Director.
4. Within 15 working days of receiving your request for a review, we will provide our final position on the matter and include a copy of The Property Ombudsman Consumer Guide.

If You Remain Dissatisfied:

- If you are not satisfied with our final response, or if more than 8 weeks have passed since your complaint was initially made, you can contact The Property Ombudsman for an independent review at no charge.

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
Phone: 01722 333 306
Website: www.tpos.co.uk
Email: admin@tpos.co.uk

Important Note:

- You must submit your complaint to The Property Ombudsman within 12 months of receiving our final response, including any supporting evidence.
- The Property Ombudsman requires that all complaints are first addressed through this in-house complaints procedure before they can be submitted for independent review.

