



In-house Complaints Procedure

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you make a formal complaint this is our procedure for dealing with it:

1. Your complaint will be recorded in our Central Register and a central file opened for your complaint. We will write to you acknowledging receipt of your complaint.

We will do this within 3 working days of receiving your complaint.

2. We may subsequently write to you asking you to confirm or explain the details of your complaint in writing.

You can expect this within 10 working days of us receiving your complaint.

3. We will invite you to meet to discuss and hopefully resolve your complaint.

We will do this within 10 working days of receiving all the details that we need from you regarding your complaint.

We prefer to meet with you, but if you do not want a meeting or it is not possible or practical, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. This will happen within 10 working days of our completing our investigation.

If a meeting takes place, we will write to you within 10 days of the meeting to confirm what took place and anything we agreed with you.

4. Following any initial meeting we will then investigate your complaint. This may involve one or more of the following steps:

We will examine your file. This may take up to 10 working days from your meeting with us.

We may ask the member of staff who dealt with the matter at issue for you for their comments.

We may ask the member of staff who dealt with the matter at issue for you to respond to you directly regarding your complaint.

We may then ask you for more information.

We will then send you a detailed reply to your complaint. This will include our suggestions for resolving the matter. This will happen within 5 working days of our completing our investigation.

5. If you are still not satisfied (or more than 8 weeks has elapsed since the complaint was first made) , you can request an independent review by the Property Ombudsman at:

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.
Telephone 01722 333 306
Website: www.tpos.co.uk
Email: admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.