



In-House Complaints Procedure

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

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy abilities, economic circumstance, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing and include as much detail as possible. We will then respond in line with the time frames set out below. (If you feel we have not sought to address your complaint within eight weeks, you may be able to refer your complaint to The Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- We will send you written acknowledgement of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final view point on the matter.
- If you are still not satisfied with our final view point (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
Milford House
43 - 45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722333306
admin@tpos.co.uk

Please note: The Property Ombudsman requires all complaints to have been addressed through this in-house procedure before being submitted for review.