



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below (if you feel we have not sought to address your complaints 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 a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- Your complaint will be investigated and will be dealt by the office manager who will review your file and speak to the member of staff who dealt with you. We will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate, will be sent within 15 working days of sending the acknowledgment letter.
- If you remain dissatisfied, you should contact us again and we will conduct 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 viewpoint on the matter.

If you remain dissatisfied, you can contact The Property Ombudsman to request an independent review:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

SP1 2BP

01722 333306

www.tpos.co.uk 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.

TPO Complaints Handling Toolkit <https://www.tpos.co.uk/mem-compliance/complaint-handling-toolkit>