



## **Complaints Handling Procedure**

At our company, we are deeply committed to providing professional and high-quality service to all our clients and customers. Your satisfaction is our top priority. If something goes wrong, we encourage you to let us know. Your feedback is not just important, it's essential for helping us improve our standards and serve you better.

If you wish to make a complaint, please submit it in writing, providing as much detail as possible. We will respond according to the timeframes outlined below. Should we fail to address your complaint within eight weeks, you may refer the matter to The Property Ombudsman without our final viewpoint.

### **What Happens Next?**

#### **Acknowledgement:**

- Within three working days of receiving your complaint, we will send you a letter acknowledging receipt and enclosing a copy of this procedure. This swift response is a testament to our commitment to addressing your concerns promptly and effectively.

#### **Investigation:**

- Your complaint will be reviewed by the office manager, who will examine your file and discuss the matter with the staff member involved. This thorough process ensures that all aspects of your complaint are carefully considered and addressed. You will receive a formal written outcome of our investigation within 15 working days of the acknowledgement letter.

#### **Further Review (if necessary):**

- If you are dissatisfied with the outcome, please get in touch with us again to request a further review by a senior staff member.
- We will provide our final viewpoint in writing within 15 working days of your request.

## **Independent Review (if still unresolved):**

If you remain dissatisfied after completing our in-house complaints procedure, or if more than eight weeks have elapsed since your complaint was first made, you can request an independent review from The Property Ombudsman. The Property Ombudsman is an independent body that can review your complaint and provide a resolution. This service is free of charge.

## **Contacting The Property Ombudsman**

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury, Wiltshire SP1 2BP

Telephone: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

## **Important Notes:**

- Complaints must be submitted to The Property Ombudsman within 12 months of receiving our final viewpoint letter. This time limit is in place to ensure that complaints are addressed promptly and to allow for a fair and efficient resolution process. Please include any evidence to support your case.
- The Property Ombudsman requires all complaints to go through our in-house procedure before being eligible for an independent review.