



COMPLAINTS PROCEDURE

Our complaints procedure has three stages:

Stage One

Your complaint will be sent to the manager of the service that you are unhappy about. You need to give as much detail as possible as this will help us investigate your complaint. You should receive an acknowledgement within two working days and a reply within 10 working days. If you are unhappy with your stage one reply, you can ask for your complaint to be considered at stage two by a partner.

Stage Two

Your stage two complaint needs to be in writing, stating which aspects of the previous reply you are not happy with and what more you think we should do. This must be received no later than one calendar month from the date of the stage one reply. You should receive an acknowledgement within ten working days and a reply within 20 working days.

Stage Three

If you are still unhappy with your stage two reply, you can ask the partner to review your complaint. You need to explain in writing which aspects of the previous response you are not happy with and what more you think we should do. Your stage three complaint must be received no later than one calendar month from the date of the stage two reply. You should receive an acknowledgement within ten working days and the aim is to reply within 20 working days. If we cannot respond fully within that time, we will contact you, explain why and let you know when you will receive a full response.

If I am still not happy after stage three, can I take my complaint further?

Yes, you can contact The Property Ombudsman. The Property Ombudsman is an independent body who investigates many types of complaints about sales and lettings agents once they have been through all the stages of that particular letting agent's complaints procedure.

Contact details for The Ombudsman:

The Property Ombudsman Limited Registered Office

Milford House,

43-55 Milford Street,

Salisbury,

Wiltshire,

SP1 2BP.

Tel: (Complaint Enquiries) 01722 333306

Email: admin@tpos.co.uk

Web: <https://selfserve.tpos.co.uk>