



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a high level of professional service to all our clients and customers. However, we recognise that occasionally, we may not meet the standards we set ourselves. When something goes wrong, we need you to tell us about it so that we can put this right for you. This will also help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes 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?

Stage One.

We would like to deal with all issues as quickly as possible. Give us a call on 0161 227 9990 where one of our team will try to assist and resolve your issue or direct you to the relevant contact details.

Stage Two

If one of the team members are unable to resolve your complaint over phone or email and you would like to raise a complaint. Please send a letter or email for the attention of the office manager provide a full detail for the reason of your complaint. Please clearly state COMPLAINT in your correspondence

We will then send you a letter/email acknowledging receipt of your complaint within three working days of receiving your complaint, enclosing a copy of this procedure.

Stage Three

We will then investigate your complaint. This will 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 sending the acknowledgement letter. If at any stage we cannot fully investigate and reply to you within the time frame, yet still working to arrive to a solution, we will contact you again with an amended time frame.

Stage Four

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 different 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.

Stage Five

If you are still not satisfied after the last stage of the in-house complaint procedure (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
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP**

01722 333 306

www.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.