

LUXURY PROPERTY PARTNERS IN-HOUSE COMPLAINTS PROCEDURE

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

If you have a complaint, please follow the following procedure:

- Please raise your complaint with the estate agent that is handling your case.
- If the estate agent cannot resolve the issue for you then please send a written formal complaint to our Executive Assistant – georgielower@luxurypropertypartners.co.uk clearly explaining the specific reasons for your complaint, and how you would like it resolved.
- We will acknowledge receipt of your complaint in writing within three working days of receiving it, enclosing a copy of this procedure.
- The Executive Assistant will then investigate your complaint. They 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 you are not satisfied with the full written outcome response from the Executive Assistant, you can write to the Managing Director who will arrange for a separate review to take place. In line with The Property Ombudsman guidelines the Managing Director will respond to you with a statement of the final view of the matter within eight weeks of your initial complaint.
- If you are still not satisfied with the outcome, you can raise your complaint with The Property Ombudsman and request an independent review.
- The Property Ombudsman will request that you have exhausted the internal complaints procedure before contacting them and waited a minimum of eight weeks to allow us to respond to your complaint. Contact with The Property Ombudsman must be within 12 months from the date of your final outcome response.
- When you have raised a complaint with The Property Ombudsman, they will write to us as agents requesting our Property File and our version of the events. A case officer will then undertake a formal review of your complaint largely based on the documents from both sides.

The Property Ombudsman / www.tpos.co.uk

By Post:

The Property Ombudsman, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

By Email: admin@tpos.co.uk

By Phone: 01722 333306

Please note the following: You will need to submit your complaint to The Property Ombudsman within 12 months of the incident you are complaining about, including any evidence to support your case.