



## **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.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

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).

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).

### **Next Steps**

- We will send you correspondence acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by either of the Directors and where we feel necessary, we will seek independent legal advice.  
A review of your file and all correspondence will be fact checked. A formal written outcome of our investigation will be sent to you within 15 working days of original complaint.
- 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 mutually agreed independent auditor/investigator
- 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 then contact The Property Ombudsman to request a further independent review:

**The Property Ombudsman**

**Unit 159756**

**PO Box 7169**

**Poole, BH15 9EL**

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

**01722 333 306**

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

**[www.tpos.co.uk/consumers/make-a-complaint](http://www.tpos.co.uk/consumers/make-a-complaint)**

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.