

In-House Complaints Procedure

We are committed to providing a professional service to all clients and customers. If something goes wrong, please tell us so we can address the issue and improve our standards. Where appropriate, we will make reasonable adjustments for consumers who may be disadvantaged due to factors such as age, disability, infirmity, limited knowledge, language or numeracy barriers, economic circumstances, bereavement, or not having English as a first language. If you have a complaint, please submit it in writing with as much detail as possible. We will respond within the timeframes set out below. If we have not addressed your complaint within eight weeks, you may be able to refer it to The Property Ombudsman without our final viewpoint.

What will happen next? We will send you a written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally 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 receipt of the 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 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.

If you are still not satisfied with our final viewpoint (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.

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.

The Property Ombudsman
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