

Customer Complaints Procedure

We are confident that you will be highly satisfied with our services. However, should you wish to submit a complaint, we kindly ask that you follow the procedure outlined below. Please report any concerns at your earliest convenience, allowing us the opportunity to review and address the matter and take action where necessary to ensure our high standards are maintained.

If you wish to submit a complaint, please complete our complaints form (website address) including as much detail as possible. Please reach out directly if you need a paper copy of this complaints form. We will review your complaint within 28 days. If we are unable to resolve the matter within this timeframe, you have the option to refer your complaint to The Property Ombudsman (tpos.co.uk).

- We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 3 days.
- Your complaint will be reviewed by a member of our senior leadership team, and we will respond with our full response within 28 days.
- If we are unable to agree on how to resolve your complaint, then you have the opportunity to take your complaint to the property ombudsman (Independent Redress scheme).

The Property Ombudsman Ltd
Milford House 43-45 Milford Street,
Salisbury, Wiltshire, SP1 2BP
01722 333 306
admin@tpos.co.uk