

HELLO OWL

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing, providing as much detail as possible. We will acknowledge receipt and respond in line with the timescales and stages set out below.

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Property Ombudsman.

What's the next course of action?

- Within three working days of receiving your complaint, we will send you a letter acknowledging its receipt. This letter will also include a copy of our complaints procedure.
- We will proceed to investigate your complaint, usually handled by the office manager. They will review your file and speak to the staff member involved. You can expect a formal written response to our investigation within 15 working days of the acknowledgment letter.
- If, at this stage, you remain dissatisfied, please contact us again, and we will arrange for a senior staff member to conduct a separate review.
- We will respond to your request for a review within 15 working days, confirming our final stance on the matter.
- If you're still not satisfied after the final stage of our internal complaint process or if more than 8 weeks have passed since you first made the complaint, you have the option to request an independent review from The Property Ombudsman, free of charge.

The Property Ombudsman Milford House, 43-55 Milford Street, Salisbury SP1 2BP
01722 333306
www.tpos.co.uk
admin@tpos.co.uk.

Please take note of the following:

You must submit your complaint to The Property Ombudsman within 12 months of receiving our final response letter, along with any supporting evidence.

The Property Ombudsman requires that all complaints go through our in-house complaints procedure before seeking an independent review.