



## **Complaints Procedure**

We are committed to providing an exceptional service to all our clients and customers. If something goes wrong, we'd like you to tell us about it. This will help us to improve our standards and processes.

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 addressed your complaints in a satisfactory manner within eight weeks, you can refer your complaint to the Property Ombudsman to consider.

### **Step 1. Acknowledging Your Complaint**

We will send you a reply acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

### **Step 2. Our Investigation**

We will investigate your complaint internally, speaking with all parties involved. You will receive a formal written outcome of our investigation within 15 working days of receiving the acknowledgement letter.

### **Step 3. Our Final Viewpoint**

If you are still not satisfied with the investigation's outcome, you should contact us again, and we will arrange for a separate review. We will confirm our final viewpoint on the matter within 15 working days of receiving your request for a review.

### **Step 4. The Property Ombudsman**

If you still feel the in-house complaints procedure has not resolved the matter (or more than eight weeks have elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge.

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

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. The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.