



## 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.

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 complaint within eight weeks, you may be able to refer your complaint to the Property Ombudsman or Propertymark for further consideration without our final viewpoint on the matter).

## WHAT WILL HAPPEN NEXT

### 1. Acknowledgement

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

### 2. Investigation

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 sending the acknowledgement letter.

### 3. Further Review

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.

### 4. Independent Redress

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made), you can request an independent review without charge from either:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Tel: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Web: [www\(tpos.co.uk](http://www(tpos.co.uk)



**PLEASE NOTE:**

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 complaint's procedure before being submitted for an independent review.

Propertymark  
Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG

Tel: 01926 496 800  
Email: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
Web: [www.propertymark.co.uk/complaints](http://www.propertymark.co.uk/complaints)

**PLEASE NOTE:**

Propertymark can investigate complaints where a member has breached the Propertymark Conduct and Membership Rules. They will not investigate consumer redress issues that fall under the remit of The Property Ombudsman but may take disciplinary action if appropriate.