



# IN HOUSE COMPLAINTS PROCESS AND TIMESCALE

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 (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

## **Stage 1 – Your Complaint**

Please put your complaint in writing either by letter or email and address it to: Mr Hasan Kadri, Branch manager. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attach any supporting evidence.

## **Stage 2 – Our Acknowledgement**

Your complaint will be acknowledged and we will start our in-house complaints process.

## **Stage 3 – Our Investigation**

Your complaint will be investigated and Mr Hasan Kadri (Branch Manager) will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

## **Stage 4 – Our Final Investigation**

If you remain unhappy, your subsequent complaint will be investigated and (relevant member of staff if applicable) will provide a written response outlining our final position and proposing resolutions where appropriate.

## **Stage 5 – The Property Ombudsman**

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury SP1 2BP  
01722 333306 | [www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman. No charge will be made for any complaint we handle.



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