

Complaints Procedure

We are only permitted to deal with and discuss the complaint with the complainant and / or the properly appointed representative of the complainant.

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that they have a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within three working days of receipt. You should get a response and an explanation within 15 working days. If you are unsure which member of staff to write to, your complaint should be sent to Julia Burnett.

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to Lizelle Botes and ask for your complaint and the response to be reviewed. You can expect acknowledgement of your request within four working days of receipt and a response within 15 working days.

We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to investigate fully. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Final Stage

If you are not satisfied with our final view, which will be expressed in the written statement then you have the following two options to pursue the matter further:

1. We belong to the following property redress scheme – The Property Ombudsman - and you can seek redress by writing to the scheme at:

Address: Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone no: 01722 333306

Website: <https://www.tpos.co.uk/>

A referral to our redress scheme must be made within 12 months of our final view statement.

2. You can seek financial redress by commencing a money claim procedure at <https://www.moneyclaim.gov.uk/web/mcol/welcome>