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We have a set procedure for handling complaints. The following steps make up our formal complaint's procedure. This procedure is in place for when other communications or experiences have not yielded a satisfactory result.

### 1. Making a complaint

In the first instance your complaint should be directed in writing to the company manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

### 2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Directors at the registered office address explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

### 3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

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

Tel No.: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.

### 4. What next?

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to the branch, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from the branch and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon delivery to our organisation.