

RESIDENTIAL LETTINGS AND PROPERTY MANAGEMENT – MAKING A COMPLAINT

Information for Customers:

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint in the branch.

Stage One – Branch Lettings Manager

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager.

Stage Two – Director

If they are unable to resolve the situation you may refer it to the Director responsible for the branch in question. We request that you send a written summary of your complaint to the Director, within one month of completing Stage 1.

The manager/individual will provide you with the Director name and a contact address or email in order for you to contact them. Alternatively, you may write to our customer care team at: hr@truepennys.com. They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 15 working days.

Stage Three – Customer Relations Manager

Should this still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the customer relations manager at the following address:

Customer Relations Manager
Truepenny's Property Consultants Ltd
16 Lordship Lane
East Dulwich
London
SE22 8HN

The Customer Service Manager will acknowledge your complaint within 3 working days and will investigate the issues raised. They will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 15 working days from receipt of your letter, the Customer Service Manager will set out in writing to you their findings and recommendations as a 'final viewpoint' on how they believe your complaint can be resolved.

Stage 4 – The Property Ombudsman

After you have received a response from the Customer Service Manager and if you are not satisfied with their proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Director's final letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk.

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the Managing Director's final viewpoint letter. It is also important to note that The Property Ombudsman Service (TOS) will not consider your complaint until our internal complaints procedure is exhausted.

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

Tel: 01722 335 458