

## COMPLAINTS PROCEDURE

Truepenny's Property Consultants Ltd prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below:

### RESIDENTIAL ESTATE AGENCY – MAKING A COMPLAINT

Information for Customers:

Truepenny's Property Consultants Ltd is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved in the branch.

#### **Stage One – Individual to Whom The Complaint Regards**

All complaints should, in the first instance, be directed to the individual of the Branch you have been dealing with. He or she will endeavour to resolve your complaint immediately, and no later than 3 working days of the first notification.

#### **Stage Two – Director**

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Director responsible for the department in question. You must write to them within 1 month of receiving the response. They will acknowledge your complaint within 3 working days of receipt of your letter and provide you with a full written response within 15 working days.

#### **Stage Three – Customer Relations Manager**

If you remain dissatisfied, you may address our concerns in writing to the Customer Relations Manager within 1 month of the response from the Director. Your letter will be acknowledged within 3 working days of receipt and you will be provided with a final view written response on behalf of the company within 15 working days of receipt of your letter.

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

#### **Stage Four – The Property Ombudsman**

After you have received a response from the Customer Relations Manager, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman Consumer Guide or online at <http://www.tpos.co.uk>. Please note that you must do so within 12 months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

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

Tel: 01722 335 458