



IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards and resolve issues as soon as possible.

If you have a complaint, please put it in writing (letter or email) including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to James Trigg - Managing Director. 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/attaching any supporting evidence. Please write to: Regal Park, 7 Office Village, Cygnet Park, Peterborough, PE7 8GX. Email: James@RegalPark.co.uk

Stage 2—Our Acknowledgement

We will send you a letter acknowledging receipt of your complaint within 3 (three) working days of receiving it, enclosing a copy of this procedure and we will start our in-house complaints process.

Stage 3—Our Investigation

We will then investigate your complaint. This will be dealt with by James Trigg (MD) who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 (fifteen) working days of sending the acknowledgement letter addressing your specific complaints and proposing resolutions where appropriate.

Stage 4—Final Viewpoint

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage 5—The Property Ombudsman

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
01722 333306

www.tpos.co.uk admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.