TOPPROPERTY

Students, HMO Rooms and Residential
Lettings and Management

In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them.

This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to:

Simon Topple (Managing Partner) at info@topproperty-services.com

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.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.

Timescale:
Within 3 working days of receiving your complaint.

Stage 3 – Our Investigation

Your complaint will be investigated and the relevant member of staff (if applicable) will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.
If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.

Timescale:
Within 15 working days of receiving your complaint.

Stage 4 – Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and the relevant member of staff (if applicable) will provide a written response outlining our final position and proposing resolutions where appropriate.

Timescale:
Within 15 working days of receiving your subsequent complaint.

Stage 5 – The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL
01722 333306 | www.tpos.co.uk | admin@tpos.co.uk

Timescale:
You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter.

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle

The Property Ombudsman