



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.

We will 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.

If you have a complaint which has not been satisfied at local office level, please put it in writing, including as much detail as possible. Stephanie Prior, Company Director, has been appointed to deal with complaints and you should write to her marking your letter 'Private & Confidential' at the following address: Choices, 99 Brighton Road, Redhill, Surrey, RH1 6PS or email stephanieprior@choices.co.uk

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).

What will happen next?

- On receipt of your written summary of the complaint, we will contact you within three working days to acknowledge receipt and inform you of our understanding of your complaint. You will be given the opportunity to respond with any additional comments you may have in relation to this.
- Within fifteen working days of receipt of your written summary, you will be written to by the person dealing with your complaint and informed of the result of the investigation into your complaint, and what actions have been, or will be taken.
- If during the intervening period, negotiations follow to try and resolve the complaint, then a 15-day period for a final reply can be extended by mutual written agreement.
- If you are still not satisfied with our final viewpoint (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

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

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

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



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