

Home for you – complaints procedure

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 procedure 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 as quickly as possible.

Stage 1 – Member of staff that was dealing with your query or issue.

All complaints should, in the first instance, be directed to the member of staff as they will hold information on the issue. The staff member will endeavor to resolve your complaint within 5 working days.

Stage 2 – Managing Director

Should the concerns you raised still remain, or if you are dissatisfied with any aspect of our handling of your complaint, you may write to the Managing Director.

Mrs Jacqueline Rich
Home for you
182 Gloucester Road
Bishopston
Bristol

BS7 8NU.

property@h4y.co.uk.

We will acknowledge your complaint within 3 working days of receipt and will investigate the issues raised. We 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 Managing Director will set out in writing the findings and recommendations as a 'final viewpoint' on how it is believed your complaint can be resolved.

Stage 3 – The Property Ombudsman

After you have received a response from the Managing Director, if you are not satisfied with the proposed resolution you may approach The Property Ombudsman Service (TPOS).

Details of how to do this are can be found on their website:

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

It is also important to note that TPOS will not consider your complaint until our internal complaints procedure has been exhausted.