

Complaints Procedure

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OVERVIEW

This document details our in-house complaints procedure, the steps we will take when we receive a formal complaint and how and when a complainant may refer the matter to The Property Ombudsman if they remain dissatisfied.

RESPONSIBILITIES

The Director is responsible for monitoring and enforcing this procedure.

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 helps us to address your concerns and improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. If you are unable to put your complaint in writing, please contact us and we will make a written record of the complaint. We will respond in line with the timeframes below. Our in-house complaints procedure will normally be completed within eight weeks of receiving the complaint.

What will happen next?

- We will acknowledge receipt of your complaint within three working days of receiving it and provide you with a copy of this procedure.
- We will investigate your complaint. The investigation will normally be dealt with by the Director or another appropriate senior person, who will review the relevant file and, where applicable, speak to the member of staff who dealt with you. Wherever reasonably practicable, the person investigating the complaint will not have been directly involved in the matters complained about.
- We will send you our written Investigation Response within 15 working days of receiving your original complaint. If, for reasons outside our reasonable control, we need more time to investigate, we will explain the reason for the delay and tell you when you can expect our response.
- Results Estate Agents Limited is a small business and does not have sufficient independent senior personnel to guarantee a separate second-stage review in every case. Where a suitably independent person who has had no previous involvement in the complaint is reasonably available, and you remain dissatisfied with our Investigation Response, you may ask us to arrange an Internal Review.
- Where an Internal Review is available, we will complete it and write to you within 15 working days of receiving your request. That response will set out our Final Viewpoint and will mark the conclusion of our in-house complaints procedure.
- Where, because of the size and structure of our business, a separate second-stage review by a person with no previous involvement is not reasonably possible, we will explain this in our Investigation Response. In those circumstances, that response will constitute our Final Viewpoint and will mark the conclusion of our in-house complaints procedure.
- Our Final Viewpoint will set out our final position on all complaint issues raised and will explain your right to refer the matter to The Property Ombudsman if you remain dissatisfied.
- If you remain dissatisfied after receiving our Final Viewpoint, you may request an independent review from The Property Ombudsman without charge. You may also be able to refer your complaint to The Property Ombudsman if our internal complaints procedure has not been completed within eight weeks. In certain circumstances, The Property Ombudsman may accept a complaint where we have not responded within its applicable complaint-handling timescales.

THE PROPERTY OMBUDSMAN

The Property Ombudsman

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You should normally complete our in-house complaints procedure before referring your complaint to The Property Ombudsman. You must refer your complaint to The Property Ombudsman within 12 months of receiving our Final Viewpoint, subject to The Property Ombudsman's Scheme Rules and eligibility requirements.

DOCUMENT CONTROL

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Approved by: Anita Lovell