

## Complaints

We aim to offer you the best possible service but there may be times when you may want to make a complaint as things haven't gone to plan and you will need to tell us about it in order for us to assist in gaining resolution for you.

We are members of The Property Ombudsman Scheme for Estate Agents (TPOS) as well as Propertymark's National Association of Estate Agents (NAEA) and the Association of Residential Letting Agents (ARLA)

We will always try to deal with any problems wherever possible, quickly and to your satisfaction

Below are the steps you should take if you want to complain to us.

- 1 First, please speak to the relevant departments manager detailing your complaint with as much information as possible. They will listen and do their best to resolve the matter there and then to your satisfaction.
- 2 If you are not satisfied after speaking to the manager, please address your complaint in writing to them. They will acknowledge receipt of your complaint within three working days. After a full investigation, they will write to you again within seven working days.
- 3 If you are still not satisfied you should refer your complaint to

**The Partners of Bennett Holmes, 83 Oldfields Circus, Northolt  
Middlesex UB5 4RU**

They will acknowledge your complaint within three working days and will respond, in detail, within seven working days.

- 4 If you are still not satisfied (or more than 8 weeks has elapsed since the complaint was first made) and after following our complaints procedure you may refer your complaint to

**The Property Ombudsman, Milford House 43 – 55 Milford Street, Salisbury,  
Wiltshire SP1 2BP 01722 333306 [admin@tpos.co.uk](mailto:admin@tpos.co.uk); [www.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's procedure, before being submitted for an independent review .

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark.

Go to the Propertymark website to download a complaint form. Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules.

Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

**Propertymark 01926 496 791 | [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
[propertymark.co.uk/professional-standards/complaints](http://propertymark.co.uk/professional-standards/complaints)**