

# HOMESFORTH LTD IN-HOUSE COMPLAINTS PROCEDURE

At Homesforth 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, as this will help us to improve our performance and maintain our standards of service to you the customer.

## **What do if you have a formal complaint?**

If you have a complaint, please put it in writing, including as much detail as possible regarding the matter. We will then respond in line with the timeframes set out below (if you feel we have not addressed your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without prejudice our final viewpoint on the matter).

## **What will happen next?**

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you.

A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter. If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. If you remain dissatisfied, with the outcome of the review conducted you can contact The Property Ombudsman to request an independent review: They can be contacted at the following address:

The Property Redress Scheme  
Premier House  
1<sup>st</sup> Floor. Istree Way  
Borehamwood. WD6 1JH  
Telephone no: 0333 321 9418  
Information: [Info@theprs.co.uk](mailto:Info@theprs.co.uk)  
Website address: [www.theprs.co.uk](http://www.theprs.co.uk)

Please note the following: You will need to submit your complaint to The Property Redress Scheme within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Redress Scheme requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.