

## **Homes Partnership Southern Ltd. - Internal Complaints Handling Procedures**

Here at Homes Partnership we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below:

### **Membership details**

Homes Partnership Southern Ltd is a member of The Property Ombudsman Scheme (TPOS), the National Association of Estate Agents (NAEA) and the Association of Residential Letting Agents (ARLA).

By belonging to these organisations, we are required to follow strict professional standards.

### **Stage One – Adam Charlton – Director**

We would request that you initially make your complaint in writing to the Director in charge of the section of our company to which the issue arose. Your correspondence will be acknowledged within 3 working days. He will assess your submission and will respond within 15 working days of receiving your written complaint.

Contact details:

Adam Charlton

T: 01293 529999

E: adam@homes-partnership.co.uk

P: Homes Partnership, 44 High Street, Crawley, West Sussex, RH10 1BW

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

### **Stage Two – Tracy Smith – Director & Owner**

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Director & Owner, this must be done within 28 days of the letter from the Adam Charlton. Your correspondence will be acknowledged and she will issue a Final Viewpoint letter within a further 10 working days.

Contact details:

Tracy Smith

T: 01293 529999

E: tracy@homes-partnership.co.uk

P: Homes Partnership, 44 High Street, Crawley, West Sussex, RH10 1BW

### **Stage Three - The Property Ombudsman Scheme**

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:

TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Please note the following:

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

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

### **Stage Four – NFOPP Regulation**

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Once the Ombudsman has concluded his investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the NAEA.

You will need to submit your complaint to the NFOPP Regulation Department within 6 months of the Ombudsman's final review. You should include a copy of the Ombudsman's review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint.

The contact details for the NFOPP Regulation are:

Email: [complaints@nfopp-regulation.co.uk](mailto:complaints@nfopp-regulation.co.uk), website: [www.nfopp-regulation.co.uk](http://www.nfopp-regulation.co.uk) or post:

NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.