Homes Partnership Southern Ltd –
Internal Complaints Handling Procedure (CHP)

At Homes Partnership we pride ourselves on the high level of customer service we provide. If you feel dissatisfied with our service and wish to make a complaint, you should follow the procedure set out below.

A copy of this Complaints Handling Procedure is available on our website and on request at any of our offices.

Membership details

Homes Partnership Southern Ltd is a member of The Property Ombudsman Scheme (TPO).

As a member of TPO, we are required to follow strict professional standards and operate a transparent in-house complaints procedure.

We will correspond with any properly appointed representative acting on your behalf.

Stage One – Internal investigation - Adam Charlton – Managing Director

Please submit your complaint in writing to the Director responsible for the department relating to your complaint, unless your complaint concerns that individual directly.

Your complaint will be reviewed by a senior member of staff not directly involved in the matter complained about.

We will:

- acknowledge your complaint within 3 working days
- investigate the matter fully
- issue a formal written response within 15 working days of receiving your complaint

Contact Details

Adam Charlton
Homes Partnership
44 High Street
Crawley
West Sussex
RH10 1BW

T: 01293 529999
E: adam@homes-partnership.co.uk

We aim to resolve all complaints at this stage wherever possible.

Stage Two – Final Internal Review - Kate Fuller – Director

If you remain dissatisfied following Stage One, you may request a further review of your complaint.

This request should be made within 28 days of our Stage One response.

Your complaint will be reviewed separately and independently from the original investigation.

We will issue our Final Viewpoint Letter within 15 working days of receiving your escalation request.

Contact Details

Kate Fuller
Homes Partnership
44 High Street
Crawley
West Sussex
RH10 1BW

T: 01293 529999
E: kate@homes-partnership.co.uk

Stage Three - The Property Ombudsman

If you remain dissatisfied after receiving our Final Viewpoint Letter, you may refer your complaint to The Property Ombudsman for independent review.

You must refer your complaint to The Property Ombudsman within 12 months of receiving our Final Viewpoint Letter.

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

The Property Ombudsman Contact Details

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

T: 01722 333306
E: admin@tpos.co.uk
W: www.tpos.co.uk