

Complaints Procedure for Customers

Our approach:

We are committed to providing a professional service to all our customers and, as part of this, we welcome feedback from our customers to help us to continue to improve upon the services we provide.

We recognise that there may be occasions where our service delivery does not meet the reasonable expectations of our customers.

If something does go wrong, we need you to let us know as soon as possible so we can work towards resolving the issue. If you would like to raise a formal complaint, please put this in writing to info@movewithus.co.uk including as much detail as possible. We will then respond in line with the timeframes set out below.

Complaint resolution timescales:

- ✓ 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 team Operations Manager who will review your file and speak to the member of staff who dealt with you.
- ✓ A formal written response will be sent to you within 15 working days of sending the acknowledgement letter. If, for any reason, we need additional time to review and respond to your complaint, we will let you know and may request additional information from you at this stage.
- ✓ If you are dissatisfied with our response, please contact us again and we will arrange for a further 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 after the last stage of the in-house complaint procedure you can request an independent review from the Property Ombudsman without charge. If you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

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.

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If your complaint is in relation to one of our partner companies, due to the regulatory environment in which they may operate, the complaint will be dealt with by their internal complaints team. In these circumstances, your complaint will be subject to their specific complaint timescales, details of which will be available from the partner company.