

# In-house Complaints Procedure

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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. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (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).

## Stage One

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If you feel, after speaking with the Manager of the Branch / Department, that your complaint has not been resolved or should they have been directly involved in the matter pertaining to your complaint, you are invited to make a formal complaint in a written summary by e-mail to [complaints@northpropertygroup.co.uk](mailto:complaints@northpropertygroup.co.uk) or by letter to North Property Group, One Brewery Wharf, Leeds, LS10 1GX.

Your complaint will be acknowledged within 3 working days of being received. Our Customer Success Manager will make contact with you to discuss the matter further prior to launching a full investigation. Upon completion of that investigation, you will be advised of the outcome in writing and within 15 working days of receipt of the written complaint.

## Stage Two

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If, after receiving the response in Stage One, you feel that your complaint remains unresolved you may refer the matter to a Director who will pick the email up [complaints@northpropertygroup.co.uk](mailto:complaints@northpropertygroup.co.uk) – the Director will personally conduct a separate review of your complaint. You will receive an acknowledgement within 3 working days and a final viewpoint letter within 15 working days of your complaint being received.

## Stage Three

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Following Stage Two, should the matter still not be resolved to your satisfaction you can then refer it to the TPO. The steps outlined above must be completed in full before proceeding through this route. Please note that any referral must be undertaken within 12 months of receipt of your written complaint. The Property Ombudsman - Sales Milford House 43-55 Milford Street Salisbury Wiltshire SP1 2BP Please note that any referral to The Property Ombudsman must be undertaken within 12 months of the complaint first being reported. We are committed to providing a professional service to all our clients and customers.

## What will happen?

- › When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please put it in writing, including as much detail as possible.
- › We will then respond in line with the timeframes set out below (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).
- › 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, you can then contact The Property Ombudsman to request an independent review:

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

+44 1722 333 306

[www.tpos.co.uk](http://www.tpos.co.uk)

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.