

HOUSEMARTINS MANAGEMENT LTD

COMPLAINTS HANDLING PROCEDURE

As a regulated RICS firm, we have in place a CHP to meet regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider.

1 STAGE ONE

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

Please send your written complaint to our Complaints Handling Officer, Laura Reeves:

Address:

Laura Reeves, Complaints Handling Officer
Housemartins Management Ltd
11 High Street
Seaford
East Sussex
BN25 1PE

Email: laura@housemartinspm.co.uk

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If unable to give you a full response, we will update you within 28 days. We aim to fully resolve the complaint within the TPI and RICS prescribed timescale of 8 weeks.

2 STAGE TWO

If the complainant is still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then they can take the matter up with TPO (The Property Ombudsman) without charge.

We have chosen to use the following redress provider:

Address:

TPO - The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

Telephone: 01722 333306

E-mail: admin@tpos.co.uk

Website: www.tpos.co.uk