

Complaints Procedure

As members of The Property Ombudsman, we take complaints seriously and are happy to share our procedure with you.

If there is an area of complaint, please raise this immediately, in writing, specifying that you would like to make a complaint, the nature of the complaint and detail any relevant dates and reason for dissatisfaction. Please then email or post this to us without delay.

We will acknowledge your complaint within 3 working days and start a proper investigation without delay. A formal outcome of the investigation will be sent within 15 working days. This will be investigated by the Director. If the complaint involves the Director, then this will be passed to the next most senior employee to deal with the complaint.

A final written statement will follow at the end of this process.