

HOTSPUR RESIDENTIAL COMPLAINTS PROCEDURE

Making a complaint

Hotspur Residential is a voluntary member of The Property Ombudsman Scheme (TPOS) for lettings and we aim to provide the highest standards of service to all our customers. We also are members of the Association of Regulated Letting Agents (ARLA Propertymark) To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at Staff Member Level.

Stage One – Staff Member

Complaints should, in the first instance, be directed to the Staff Member you have been dealing with. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Managing Director

Should the Staff Member not be able to resolve your complaint to your satisfaction, you can refer the matter to the Managing Director who will respond in writing within 7 working days from receipt.

Stage Three – Final Viewpoint.

If the Managing Director is unable to resolve your complaint you will receive a Final Viewpoint Letter within 14 days, this will be a general overview of your complaint and Hotspur Residentials Final Viewpoint regarding the complaint.

Stage Four – The Property Ombudsman

Once Stage 1 and Stage 2 have been exhausted, and you have received your Final Viewpoint letter, you may approach the Ombudsman.

- You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- The Ombudsman will not consider your complaint until our procedure has been exhausted and you have received our Final Viewpoint letter.

The Property Ombudsman website can be found here: www.tpos.co.uk