

Complaints Procedure

National Property Renters – (NPR) is fully committed to providing the best quality service to clients in the quick house sale industry. Nevertheless, we understand there will be times when mistakes occur and in the majority of cases a complaint will help us improve our service.

If you feel that **National Property Renters – (NPR)** or one of its employees have made a mistake or find that any part of our service is not to your satisfaction, please endeavour to let us know.

How to Make a Complaint

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the time frames set out below (if you feel we have not sought to address your complaints within (Seven) weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter). If you need to make a complaint, the address for correspondence is:

Managing Director
National Property Renters
Complaint's Department
Biz Hub Tees Valley,
Belasis Hall Technology Park,
Coxwold Way,
Billingham,
TS23 4EA

Even if you have already made your complaint verbally to a representative at **National Property Renters – (NPR)**, you will still need to issue your complaint in writing.

What will happen next?

- 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/s of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 22 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 second request for a review, confirming our final viewpoint on the matter.
- If you are 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) you can request an independent review from The Property Ombudsman without charge.

If you are a customer / general public:

The Property Ombudsman

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

Tel: 01722 333306

Email: admin@tpos.co.uk

Web: 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.