



In-house Complaints Procedure

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 to:

Stage 1

Homecare Estates
3 Ross Parade
Wallington
Surrey, SM6 8QG
Email: info@homecareestates.co.uk

The grievance letter will be acknowledged promptly, investigated in accordance with established "in-house" procedures and a reply will be sent to you within five working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Stage 2

If you remain dissatisfied, please direct your complaint to **Mr Simon Capanda** at the following address:

Homecare Estates
3 Ross Parade
Wallington
Surrey, SM6 8QG
Email: simon@homecareestates.co.uk

The grievance letter will be acknowledged within three working days, investigated in accordance with established "in-house" procedures and a reply will be sent to you within ten working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.

Stage 3

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire SP1 2BP
01722 333 306; admin@tpos.co.uk;
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.

We are Members of Propertymark

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form. Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence.

01926 496 791 | compliance@propertymark.co.uk
propertymark.co.uk/professional-standards/complaints