

Complaints Procedure

Property First prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Residential Estate Agency - Making a complaint

Information for Customers

Property First is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Office Manager

All complaints should, in the first instance, be directed to the Office Manager of the Property First. He or she will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two – Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Director of Property First. You must write to them within one month of receiving the Office Managers response. The Office manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

*Customer Relations
Property First Management Ltd
90 Grove Lane
Ipswich
Suffolk
IP4 1NY*

Stage Four - The Property Ombudsman

After you have received a response from the Customer Relations Manager, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk> Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

Residential Lettings and Property Management - Making a Complaint

Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and we aim to provide the highest standards of service to all our Residential Lettings and Property Management customers. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible; in order to achieve this we will, wherever we can, try and resolve your complaint at branch level.

Stage One - Office Lettings Manager

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and can occasionally go wrong. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the lettings manager.

Stage Two - Director

If they are unable to resolve the situation you may refer it to the Office Lettings/Manager. We request that you send a written summary of your complaint to the Director, within one month of completing Stage 1.

The manager/individual will provide you with the Director's name and a contact address or email in order for you to contact them. They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 10 working days.

*Customer Relations
Property First Management Ltd
90 Grove Lane
Ipswich
Suffolk
IP4 1NY*

The Director will acknowledge your complaint within three working days and will investigate the issues raised. He will undertake a review of your complaint, including how it's been handled to date, which may include further investigations into the background of your concerns.

Within 10 working days from receipt of your letter, the Director will set out in writing to you his findings and recommendations as a 'final viewpoint' on how he believes your complaint can be resolved.

Stage Four - The Property Ombudsman

After you have received a response from the Managing Director and if you are not satisfied with his proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Managing Director's final view point letter alongside a link to the The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 6 months of the date of the Managing Director's final viewpoint letter. It is also important to note that

The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.