

Complaints Procedure

Stage One – Office Manager

Wilson & Co Homes receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation with the member of our team you have been dealing with.

If you could kindly direct your complaint in writing by email to jo.gladdy@wilsonandcohomes.co.uk or post:

Jo Gladdy,
Wilson & Co Homes
Unit 1 Swan Court
Forder Way
Cygnet Park
Hampton
Peterborough
PE7 8GX

We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

Stage Two

We will then investigate your complaint. This will normally be dealt with by the office manager (Jo Gladdy, details above) who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

Stage Three

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, which will be one of the directors.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

Stage Four – The Property Ombudsman

If you are still not satisfied with our final viewpoint (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. The Property Ombudsman can be contacted at:

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 from the date of our final viewpoint, 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.