

# Complaints Procedure

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## *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](mailto:jo.gladdy@wilsonandcohomes.co.uk) or post:

Jo Gladdy,  
Wilson & Co Homes  
Unit 2 Swan Court  
Forder Way  
Cygnet Park  
Hampton  
Peterborough  
PE7 8GX

We will acknowledge your complaint within five working days and give a written response within fifteen working days.

## *Stage Two – Company Director*

If you still remain dissatisfied and wish to further escalate your complaint, you may then write to the company directory at [Daniel.wilson@wilsonandcohomes.co.uk](mailto:Daniel.wilson@wilsonandcohomes.co.uk) or via post to the following address:

Daniel Wilson,  
Wilson & Co Homes  
Unit 2 Swan Court  
Forder Way  
Cygnet Park  
Hampton  
Peterborough  
PE7 8GX

Daniel will acknowledge your complaint within five working days and will undertake a full review of your complaint, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days from receipt of your correspondence, Daniel will detail his findings and recommendations in a written response to confirm our 'final viewpoint' on the matter.

## *Stage Three – The Property Ombudsman*

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within six months of the date of the 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 has been exhausted.