

## Oral hearing

Any request for an oral hearing will be considered by the Ombudsman (or his appointed deputy), by reference to the nature of the issues to be determined and in particular the extent to which the complaint raises issues of credibility or contested facts that cannot be fairly determined by reference to documentary evidence and written submissions. In deciding whether there should be a hearing and, if so, whether it should be in public or private, the Ombudsman will have regard to the provisions of the European Convention on Human Rights. The Ombudsman will give reasons in writing, if he declines to grant a hearing.

## Complaints about our service to you

If you are dissatisfied with the way in which we have handled your complaint, we will explain the options available to you.

## Accessibility

The TPO is accessible to everyone who has a complaint concerning the service provided by letting agents who have joined the TPO scheme that fall within the Ombudsman's remit. If you have a particular need in the way in which we need to communicate with you, please tell us and we will do our best to help, depending on your needs.

## Frequently asked questions

There is a list of frequently asked questions on our website. (Note that this document is not available in hard copy form but much of the information is covered in the Consumer Guide given to you by the agent). This includes answers covering the way in which we deal with cases, on what happens when we have reached a proposed decision and what action is open to you at that stage. You should refer to [www.tpos.co.uk](http://www.tpos.co.uk)

# The Property Ombudsman: A free, fair and independent service for tenants and landlords of residential property



If you need any more information or advice you should contact:

### The Property Ombudsman

Beckett House  
4 Bridge Street  
Salisbury  
Wiltshire  
SP1 2LX

Telephone: 01722 333306  
Facsimile: 01722 332296  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
E-Mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

IEL05-2



# Complainants Charter

## What happens next?

Now that your complaint has been received by The Property Ombudsman and you have provided all your documents and statements in support of your complaint, we will seek to resolve your complaint with the agent in full and final settlement. We will do this by looking at both sides of the dispute based upon the information that each of you has provided. Our decision will be sent to you in writing. If it is possible, we will try and settle the matter by mediation, in other words helping you and the agent towards an agreed settlement.

If the decision is in your favour, then we may make an award of compensation to reflect any financial loss you have actually suffered and any associated aggravation, distress and/or inconvenience. However, awards are not 'fines' on the agent but simply compensation for you. The Ombudsman's current limit for awards is £25,000. The Ombudsman can direct the agent to take a certain course of action to rectify matters which might include offering an apology to you, or encouraging the agent to revise his procedures or practices, such that future failings are eliminated.

