We always strive to provide good service to all our customers (both consumers and service providers), but if you are unhappy with the service you have received from us we will try to put things right for you at the earliest opportunity.

So, if you have a complaint about the service we have provided we will consider your complaint through our service complaints process.

What is a service complaint?
A service complaint is a complaint about the service we have provided to you, such as a complaint that:
- we have been rude to you;
- not contacted you in the way that was agreed;
- caused unnecessary delays and not kept you updated; or
- not followed the proper process.

You cannot complain about the decisions we have made on the complaint about the service provider via the service complaints process. That is because if the consumer or service provider wishes to challenge those decisions they should do so by making representations. So, the service complaints process cannot look at any concerns you have about:
- our decision to / not to accept a complaint for investigation;
- bias in the investigation;
- our consideration of the evidence; or
- our preliminary or final decisions on the complaint about the service provider.

In addition, the service complaints process cannot look at any concerns you may have about our response to a subject access request. Any concerns you have about that should be put to the Information Commissioner. They can be contacted on 0303 123 1113.

How do I complain about the service I have received?

Informal stage - tell the person dealing with your case
If you are not happy with our service, firstly tell the person dealing with your case. Usually, they will be able to resolve it for you straight away. If you are not comfortable dealing with the individual concerned you can put your concerns to their Line Manager.

Stage 1. Ask a senior manager to review your complaint
If the person dealing with your case and / or their Line Manager has not been able to resolve your complaint you can ask for it to be considered by a Senior Manager. You will need to do so within one month of the date of the closure of the case.

Your complaint will usually be considered by either the Deputy Ombudsman or the Director of Operations and they will respond to you within one month of receiving your complaint.

Stage 2. Ask the Independent Reviewer to review the service you have received
If you remain unhappy after receiving a response from the Senior Manager you may refer your complaint to the Independent Reviewer. You will need to do so within one month of the date of receiving the response from the Senior Manager.

The Independent Reviewer is appointed by the Board of The Property Ombudsman (TPO) to consider complaints about TPO at the final stage of the service complaints process. The Independent Reviewer’s full terms of reference can be found at www.tpos.co.uk/about-us/independent-reviewer. You will receive a response to your complaint within one month of the Independent Reviewer receiving it.

You can write to the Independent Reviewer at:
Claire Evans
Independent Reviewer
PO Box 2957
Romford
RM7 1QX

What will happen to your complaint?
We will contact you to clarify your complaint and investigate your concerns. At Stages 1 and 2, we will respond to you setting out clearly:
- the complaint we have considered;
- the evidence we have relied on to make our decision;
- our consideration of the information and relevant standards;
- our decision on your complaint and the reasons for it; and
- any redress we have awarded and the reasons why, where that is appropriate.

We will also share the learning from your complaint with the relevant member(s) of staff and more widely across TPO where that is appropriate.