

## Complaints **Procedure**

At Homezone the foundation of our service and reputation is to provide the best possible service to all of our customers. We are members of Propertymarks two associations, The “National Association of Estate Agents” and the “Association for Residential Letting Agents” which are the UK’s most recognised associations for property professionals.

We are also members of The Property Ombudsman Service and are therefore bound by their strict codes of practice and professional standards when it comes to the service that we provide our customers.

In addition to these affiliations, we operate our own in-house complaints procedure to ensure that our customers have a straight forward process to complain in the unlikely event that we have not delivered on our service as we should.

In the unlikely event that you need to complain to Homezone Estate Agents, we would ask that you initially bring this to our attention by calling one of our team members to discuss your concerns. If the matter is not rectified for you at this time, customers are requested to follow the below complaints procedures:

### **STEP 1**

#### **Office Manager**

If the office staff are unable to deal with your complaint to your satisfaction, we ask that you put a formal complaint in writing, via email, to the either Stephen Fernley, our Lettings Assistant Manager or Samantha Morrison, our Sales Manager. Stephen’s email address is [Stephen@homezone.co.uk](mailto:Stephen@homezone.co.uk) and Samantha’s email address is [Samantha@homezone.co.uk](mailto:Samantha@homezone.co.uk).

The relevant person will acknowledge your complaint within three working days, following which a full and thorough investigation will be carried out by them and a written response will be sent to you within 15 working days.

### **STEP 2**

#### **Director**

If your complaint has not been answered to your satisfaction, then we ask that you contact **our Managing Director Matthew Wales**. This must be done within 28 days of receiving the office manager's response. Matthew's email address is [Matthew@homezone.co.uk](mailto:Matthew@homezone.co.uk). Your complaint will be acknowledged within 3 working days. Matthew will conduct a further investigation and our Final Viewpoint into the matter will be sent within 15 working days.

### **STEP 3**

#### **Independent redress**

Upon receipt of our Final Viewpoint, in the event that you are remain dissatisfied then you may refer the matter to the Property Ombudsman. Any referral to the Property Ombudsman must be made within 12 months of the date of our final response and will not be considered until the Ombudsman are satisfied that our complaints procedure has been exhausted.

By referring your complaints to the Property Ombudsman Service, you agree to Homezone passing any relevant data and information to the Property Ombudsman Service for the purpose of reviewing and mediating in respect of your complaint.

Homezone will co-operate fully with any investigation by the Property Ombudsman Service being conducted in accordance with the Property Ombudsman Service's Terms of Reference. Homezone will comply with any award made by the Property Ombudsman.

The Property Ombudsman Service contact details are as follows:

**The Property Ombudsman Service**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury**  
**Wiltshire**  
**SP1 2BP**

Tel No: **01722 333 306**

Email: [\*\*admin@tpos.co.uk\*\*](mailto:admin@tpos.co.uk)

Website: [\*\*www.tpos.co.uk\*\*](http://www.tpos.co.uk)

Please be aware that you have up to 12 months from the date of the Final Viewpoint letter to refer your complaint to the Ombudsman in writing.