

## CUSTOMER GRIEVANCE PROCEDURE

1. Select Property Management Limited, as a Member of the Property Ombudsman Scheme (Membership No. D9304), aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a Grievance Procedure has been introduced. This provides for the matter to be dealt internally and in the event that we are not able to deal with the matter to our mutual satisfaction, by reference to the Property Ombudsman.
2. If you believe you have a grievance, please write in the first instance to The Office Manager, at the address above.
3. Your grievance will be acknowledged within 5 working days, investigated thoroughly in accordance with established in-house procedures and a reply sent to you within 21 working days of receipt of your letter. If we need more time to deal with your complaint, you will be informed in writing with an explanation and an indication of timescale.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with a further opportunity to have the grievance reviewed by our Mr Steven McArthur, Director, at our address above.
5. In the event that the final review as detailed above still fails to satisfy your grievance, then you are at liberty to have the matter referred to the Property Ombudsman. Details of how to refer your complaint are contained on the website <https://www.tpos.co.uk/> The Property Ombudsman will not consider your complaint until our internal complaints process has been completed. You will need to submit your complaint to the Property Ombudsman within 12 months of receiving our written outcome. You are also entitled to have your grievance referred to the Ombudsman should we fail to deal with matters expeditiously i.e. within three months from the date of written notification to ourselves.

### The Property Ombudsman Scheme

The Property Ombudsman (TPO) was set up to resolve disputes between Member Agents and actual or potential buyers and/or sellers and actual or potential landlords and/or tenants of residential property in the UK. The TPO has approval from the Office of Fair Trading (OFT) and benefits from close links with the National Association of Estate Agents (NAEA) and many other property related organisations.