



# THORPE & CO.

LETTINGS AND PROPERTY MANAGEMENT

## Complaints Procedure

Thorpe & Co Living is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of services to all our customers. We are committed to providing a professional service and to ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

If you have a complaint, please put it in writing, including as much detail as possible, to:

### **Jill Gould - Business Development & Administration Manager**

Thorpe & Co Living  
Suite 11, 8th Floor  
St James House  
Salford  
M6 5FW

### **Stage One - Branch Manager, Jill Gould**

Complaints should, in the first instance, be directed to your local Branch Manager. They will acknowledge your complaint in writing within 3 working days (excluding weekends and public holidays) of receipt, in line with this procedure and then endeavour to liaise with you to resolve your complaint as quickly as possible, but no later than 15 working days from our letter of acknowledgement.

### **Stage Two - Branch Director - David Thorpe**

If, after your response from the branch Manager, you remain dissatisfied, you may address your concerns, in writing, to the Branch Director - David Thorpe. Once received your letter will be acknowledged within 3 working days, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If a longer timeframe is required you will be notified in writing with an explanation and indication of timescale.

**Thorpe & Co Living Ltd, Suite 11, 8th Floor, St James House, Pendleton Way, Salford M6 5FW**

Telephone: **0161 736 7300** Email: [enquiries@thorpeandcoliving.co.uk](mailto:enquiries@thorpeandcoliving.co.uk) Web: [thorpeandcoproperty.co.uk](http://thorpeandcoproperty.co.uk)

VAT No 283379664 Company registration No. 13575905

### **Stage Three - Property Ombudsman Complaints**

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and director, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge. you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
01722 333 306  
[www.tpos.co.uk](http://www.tpos.co.uk)

#### **Please note:**

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action, but is not a requirement for you to pay an outstanding fee before it can be referred to the Ombudsman.

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