



Residential Sales, Lettings and Property Management

Internal Complaints Procedure / Making a Complaint

Information for Customers / Clients

We are a member of The Property Ombudsman Service (TPOS) and as a result, we endeavour to provide the highest standards of service to all of our clients, whether that be Residential Sales, Residential Lettings and Property Management customers / clients. In order to ensure that your interests are safeguarded, we have put into place a complaints process which we will follow in dealing with your complaint. Our aim is to handle any issues or concerns as quickly as possible.

As we are a split between two branches, all complains will follow the following three stages and will be directed to head office address which is the Wigan branch.

Stage One – Sales / Lettings Negotiator

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and mistakes in any business practice are possible. If this becomes the case, we would prefer that you try to resolve the situation with the member of our team you have been dealing with or the sales or lettings manager.

Stage Two – Director

If they are unable to resolve the situation you may refer it to one of the two Director(s) responsible for the branch in question. We request that you send a written summary of your complaint to the Director(s), within 28 days of completing Stage One.

The lettings negotiator / lettings manager will provide you with the Director name and a contact address or email in order for you to contact them directly.

Alternatively you may write to our Directors in office via the following:

Mr Paul Bristow
Sapphire Homes (North) Ltd
80 Market Street
Wigan
Lancashire
WN1 1HX

Mr Daniel Bristow
Sapphire Homes (North) Ltd
80 Market Street
Wigan
Lancashire
WN1 1HX

Your complaint will be acknowledged within 3 working days of receipt and provide you with a written response within 10 working days.



Stage Three - Managing Director

Should this complaint still remain outstanding, or if you still remain dissatisfied with any aspect of our handling of your complaint, then please write to the Managing Director at the following address:

Ella Bristow
Sapphire Homes (North) Ltd
80 Market Street
Wigan
Lancashire
WN1 1HX

The Managing Director will acknowledge your complaint within three working days and will investigate the issues raised. She will undertake a thorough internal review of your complaint, including how it has been processed to date, which may include further investigations into the background of your concerns.

Within 7 working days from receipt of your letter, the Managing Director will set out in writing to you her findings and recommendations as a 'final viewpoint' on how she believes your complaint can be resolved.

Stage 4 - The Property Ombudsman

After you have received the response from the Managing Director and if you are not satisfied with her proposition following the investigation, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the Managing Director's final view point letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do this within 6 months of the date of the Managing Director's final viewpoint letter.

It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure is exhausted.