



## **IN-HOUSE COMPLAINTS PROCEDURE**

Sapphire Homes are committed to providing a professional service to all our clients and customers and understand the importance in upholding the highest standards. However, occasionally things can go wrong, and you may need to complain which will help us to improve our standards.

Please see our complaints procedure below for each service:

If you have a complaint, please put it in writing, including as much detail as possible and send to [info@sapphirehomes.co.uk](mailto:info@sapphirehomes.co.uk). We will then respond in line with the timeframes set out below. If you believe that we have not sought to address your complaints within 8 weeks, then you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

### **Making a complaint - Residential Sales / Residential Lettings**

Sapphire Homes are a member of The Property Ombudsman (TPOS) and aims to provide the highest standards of service to all of our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

#### **Stage One – Sales Manager / Lettings / Manager**

All complaints should, in the first instance, be directed to the Sales Manager or the Lettings Manager. He or she will endeavour to resolve your complaint immediately, and no later than fifteen working days of the first notification.

#### **Stage Two – Director or Managing Director**

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Director or Managing Director. You must write to them within one month of receiving the Sales Manager / Lettings Manager. The Sales Manager / Lettings Manager can supply you with the details of the appropriate person. They will acknowledge your complaint within three working days of receipt of your letter and provide you with a full written response within 15 working days.

#### **Stage Three – The Property Ombudsman**

If you remain dissatisfied, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk>. Please note that you must do so within twelve months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

**The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire  
SP1 2BP**

**Tel: 01722 333 306**

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