



Your Move Nolan Throw Complaints Procedure

Making a Complaint

Your Move Nolan Throw is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints process 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 at branch level.

Stage One – Branch Manager

Complaints should, in the first instance, be directed to the Manager of the estate agency branch you have been dealing with. They will endeavor to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Director – Sean Nolan

If, after you have dealt with the local branch manager, you remain dissatisfied you may address your concerns, in writing, to Sean Nolan, Director. Once received your letter will be acknowledged within 3 working days and you will receive a response within 15 days from receipt of your letter.

The address to write to is

***Your Move Nolan Throw
60 Main Road
Duston
Northampton
NN5 6JF***

Stage Three – The Property Ombudsman

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and a Director, and once you have received a Final Viewpoint letter, you may approach the Ombudsman.

Details of how to do this will be contained within the Final Viewpoint letter we send you as the final response to your complaint, or information can be found online at www.tpos.co.uk.

Please note:

- you must make your complaint to The Property Ombudsman within 6 months of the date of our Final Viewpoint letter.
- the Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.