

Your Move Breckon & Woodley Complaints Process

Making a complaint - Residential Sales

Your Move Breckon & Woodley 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 – Kitty Woodley, Branch Director

Complaints should, in the first instance be directed to, Kitty Woodley Branch Director via phone call. Kitty will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Kitty Woodley – Branch Director

If you remain dissatisfied you may address your concerns, in writing, to Kitty Woodley. Once received your letter will be acknowledged within 3 working days and you will receive a response within 15 working days from receipt of your letter.

The address to write to is:

YOUR MOVE Breckon & Woodley
195 Stratford Road
Shirley
B90 3AU
Or email: Shirley@your-move.co.uk

Stage Three – The Property Ombudsman

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

Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk. For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- The Property 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.

Making a complaint - Lettings

Your Move Breckon & Woodley is a voluntary member of The Property Ombudsman Scheme (TPOS) for lettings 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 procedure in place for lettings.

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 Manager level.

Stage One – Kitty Woodley, Branch Director

Complaints should, in the first instance be directed to, Kitty Woodley Branch Director via phone call. Kitty will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Kitty Woodley – Branch Director

If you remain dissatisfied you may address your concerns, in writing, to Kitty Woodley. Once received your letter will be acknowledged within 3 working days and you will receive a response within 15 working days from receipt of your letter.

The address to write to is:

YOUR MOVE Breckon & Woodley
195 Stratford Road
Shirley
B90 3AU
Or email: Shirley@your-move.co.uk

Stage Three – The Property Ombudsman

Once the internal Your Move complaints procedure is exhausted, which includes receiving a Final Viewpoint letter from Kitty Woodley, you may approach the Ombudsman.

Contact details for the Ombudsman will be included in the Final viewpoint letter. For your information:

- You must make your complaint to the Property Ombudsman within 12 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.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.