

Making a complaint - Residential Sales

Your Move Chris Stonock is a member of The Property Ombudsman Scheme (TPOS). We are dedicated to delivering the highest standards of customer service as your trust and satisfaction are of paramount importance to us. To safeguard your interests, we have implemented the following complaints process. The aim of the process is to promptly address and resolve all customer issues or concerns. We are committed to achieving a swift and amicable resolution at branch level, with the primary goal of ensuring customer satisfaction.

Stage One – Branch Manager

Your complaint should be directed to the Branch Manager who will liaise with you promptly and aim to resolve your complaint as quickly as possible. Your complaint will be acknowledged within 3 working days from first notification (excluding weekends and public holidays) and you will receive a response within 15 working days from first notification.

Email: YMCSheadoffice@your-move.co.uk

The address to write to is YOUR MOVE Chris Stonock Customer Relations Department
53 Front Street
Chester le Street
Co. Durham DH3 3BH

Stage Two – Area Director

If you remain dissatisfied following the response from the branch manager you may address your concerns, in writing, to the Area Director. Your letter will be acknowledged within 3 working days from first notification, (excluding weekends and public holidays) and you will receive our written final viewpoint within 15 working days of receipt of your complaint.

Email: YMCSheadoffice@your-move.co.uk

The address to write to is YOUR MOVE Chris Stonock Customer Relations Department
53 Front Street
Chester le Street
Co. Durham DH3 3BH

There may be circumstances where we require additional time to respond. Under these circumstances, you will be informed promptly in writing, with an explanation and a revised timescale for our response.

Stage Three – The Property Ombudsman

Once you have completed the internal Your Move complaints procedure, including the receipt of a final viewpoint letter from the Area Director, you have the option to escalate the matter to the Ombudsman. Contact details for the Ombudsman will be included within 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.*

Making a complaint – Lettings

Your Move Chris Stonock is a member of The Property Ombudsman Scheme (TPOS). We are dedicated to delivering the highest standards of customer service as your trust and satisfaction are of paramount importance to us. To safeguard your interests, we have implemented the following complaints process for Lettings. The aim of the process is to promptly address and resolve all customer issues or concerns. We are committed to achieving a swift and amicable resolution at branch level, with the primary goal of ensuring customer satisfaction.

Stage One – Area Lettings Manager

Your complaint should be directed to the Area Lettings Manager, who will liaise with you promptly and aim to resolve your complaint as quickly as possible. Your complaint will be acknowledged within 3 working days from first notification (excluding weekends and public holidays) and you will receive a response within 15 working days from first notification.

Email: YMCSheadoffice@your-move.co.uk

The address to write to is YOUR MOVE Chris Stonock Property Management Department

53 Front Street

Chester le Street

Co. Durham DH3 3BH

Stage Two - Area Director

If you remain dissatisfied following the response from the Area Lettings Manager, you may address your concerns, in writing, to the Area Director. Your letter will be acknowledged within 3 working days from first notification, (excluding weekends and public holidays) and you will receive our written final viewpoint within 15 working days of receipt of your complaint.

Email: YMCSheadoffice@your-move.co.uk

*The address to write to is YOUR MOVE Chris Stonock Property Management Department
53 Front Street
Chester le Street
Co. Durham DH3 3BH*

There may be circumstances where we require additional time to respond. Under these circumstances, you will be informed promptly in writing, with an explanation and a revised timescale for our response.

Stage Three – The Property Ombudsman

Once you have completed the internal Your Move complaints procedure, including the receipt of a final viewpoint letter from the Area Director, you have the option to escalate the matter to the Ombudsman. Contact details for the Ombudsman will be included within 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.*