



## **Your Move Move South Ltd Complaints Process**

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

Your Move Move South Ltd 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 Branch Manager. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

The address to write to is –

Move South Ltd t/a Your Move

8 – 12 Military Road  
Chatham  
Kent  
ME4 4JA

Or email: [movesouth-complaints@your-move.co.uk](mailto:movesouth-complaints@your-move.co.uk)

### **Stage Two – Partner**

If, after you have dealt with the Branch Manager, you remain dissatisfied, you can request a review of your complaint, in writing, from the dedicated Branch Partner. Once received your complaint will be reviewed and we will send you a response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

The address to write to is –

Move South Ltd t/a Your Move  
8 – 12 Military Road  
Chatham  
Kent  
ME4 4JA

Or email: [movesouth-complaints@your-move.co.uk](mailto:movesouth-complaints@your-move.co.uk)



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## **Stage Three – Director**

If, after you have dealt with the Branch Manager and Branch Partner, you remain dissatisfied, you can request a review of your complaint, in writing, from the Director. Once received your complaint will be reviewed and we will send you a Final Viewpoint response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

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Chatham  
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## **Stage Four – The Property Ombudsman Service**

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch, Branch Partner, and Director, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

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](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@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 Move South Ltd is a member of The Property Ombudsman Scheme (TPOS) for lettings and we aim to provide the highest standards of services to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure 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 by our branch colleagues.

### **Stage One – Lettings Manager/Team Leader**

Complaints should, in the first instance, be directed to the Lettings Manager/Team Leader. They will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

The address to write to is –  
Move South Ltd t/a Your Move  
8 – 12 Military Road  
Chatham  
Kent  
ME4 4JA

Or email: [movesouth-complaints@your-move.co.uk](mailto:movesouth-complaints@your-move.co.uk)

### **Stage Two – Partner**

If, after you have dealt with the Lettings Manager, you remain dissatisfied, you can request a review of your complaint, in writing, from the dedicated Branch Partner. Once received your complaint will be reviewed and we will send you a response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

The address to write to is –  
Move South Ltd t/a Your Move  
8 – 12 Military Road  
Chatham  
Kent  
ME4 4JA

Or email: [movesouth-complaints@your-move.co.uk](mailto:movesouth-complaints@your-move.co.uk)



## Stage Three – Director

If, after you have dealt with the Lettings Manager and Branch Partner, you remain dissatisfied, you can request a review of your complaint, in writing, from the Director. Once received your complaint will be reviewed and we will send you a Final Viewpoint response in writing within 15 working days from receipt of your request for a review. If longer is required you will be notified in writing with an explanation and indication of the timescale.

The address to write to is –  
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8 – 12 Military Road  
Chatham  
Kent  
ME4 4JA

Or email: [movesouth-complaints@your-move.co.uk](mailto:movesouth-complaints@your-move.co.uk)

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