

Your Move Steve Hardaker Ltd

Complaints Process

Making a complaint - Residential Sales

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

Stage Two –Chris McCutcheon, Director

If, after you have dealt with the Branch Manager you remain dissatisfied you may address your concerns, in writing, to Chris McCutcheon, Director. 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 Steve Hardaker Ltd
2 Queensberry Street
Dumfries
DG11 1EX

Or email: chris.mccutcheon@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 Chris McCutcheon, once you have received a Final Viewpoint letter from Chris McCutcheon, Director, 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.

Property Mark

- If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form
- Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice and failure to answer correspondence.

01926 496791 compliance@propertymark.co.uk

Propertymark.co.uk/professional-standards/complaints

PROPERTYMARK PROTECTION

Look for the logos that mean your money is protected, ensures complaints are dealt with and guarantees agents are independently regulated.



propertymark.co.uk/find-an-expert

Making a complaint - Lettings

Your Move Steve Hardaker Ltd 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 – Lettings Manager

Complaints should, in the first instance, be directed to the local Lettings Manager for Your Move Steve Hardaker Ltd who will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

Stage Two – Gemma Rice, Lettings Compliance Manager

If, after your response from the local Lettings Manager, you remain dissatisfied, you may address your concerns, in writing, to Gemma Rice. Once received your letter will be acknowledged within 3 working days, (excluding weekends and public holidays) and you will receive a response within 15 working days from receipt of your letter. If longer is required, the complainant will be notified in writing with an explanation and indication of timescale.

The address to write to is:

YOUR MOVE Steve Hardaker Ltd
2 Queensberry Street
Dumfries
DG11 1EX

Or email: gemma.rice@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 Gemma Rice, 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.

Property Mark

- If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form
- Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice and failure to answer correspondence.

01926 496791 compliance@propertymark.co.uk

[Propertymark.co.uk/professional-standards/complaints](https://propertymark.co.uk/professional-standards/complaints)

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