



## Your Move Property@Cumbria Complaints Process

### Making a complaint - Residential Sales

Your Move Property@Cumbria 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 for Your Move Property@Cumbria. 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.

### Stage Two – Liz Bolger - Director

If, after you have dealt with the Branch Manager, you remain dissatisfied you may address your concerns, in writing, to Liz Bolger. 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 Property@Cumbria Complaints

31 – 33 Fisher Street

Carlisle

Cumbria

CA3 8RF

Or email: [Liz.bolger@your-move.co.uk](mailto:Liz.bolger@your-move.co.uk) – Marked Complaints Stage 2

### Stage Three – The Property Ombudsman

If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch/Lettings Manager, once you have received a Final Viewpoint letter from Liz Bolger, 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](http://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 Property@Cumbria 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 Lettings Manager who will endeavor to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

### Stage Two – Liz Bolger - Director

If, after you have dealt with the Lettings Manager, you remain dissatisfied you may address your concerns, in writing, to Liz Bolger. 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 Property@Cumbria Complaints

31 – 33 Fisher Street

Carlisle

Cumbria

CA3 8RF

Or email: Liz.bolger@your-move.co.uk – Marked Complaints Stage

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We are members of The Property Ombudsman (TPO), there to protect your interests and we abide by the TPO Code of Conduct.



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## Stage Three – The Property Ombudsman

If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch/Lettings Manager, once you have received a Final Viewpoint letter from Liz Bolger, 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](http://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.

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**[your-move.co.uk](http://your-move.co.uk)**

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