



## Your Move Rogers Stewart Complaints Process

### Making a complaint - Residential Sales

Your Move Rogers Stewarts Associates 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 Branch Manager for Your Move Rogers Stewart Associates Ltd. The Branch Manager will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification.

### Stage Two – Zeta Pinchbeck, OPERATIONS MANAGER

If, after you have dealt with the Branch Manager, you remain dissatisfied you may address your concerns, in writing, to Zeta Pinchbeck. 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 Rogers Stewart Associates Ltd  
3 Deuchars Court  
Duke Street  
Darlington  
DL3 7RU  
Or email: [darlington@your-move.co.uk](mailto:darlington@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 Operations Manager, once you have received a Final Viewpoint letter from Zeta Pinchbeck, 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:

**It pays to be with Your Move**

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

Your Move is a trading name of your-move.co.uk Limited operated under licence by multiple independently owned franchise businesses. For registered details of all Your Move branches please visit [your-move.co.uk/branches](http://your-move.co.uk/branches). Client Money Protection is provided by Propertymark. Redress through The Property Ombudsman Scheme.

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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- 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 Rogers Stewart Associates 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 Lettings Manager. The Lettings Manager 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:  
YOUR MOVE Rogers Stewart Associates Ltd  
3 Deuchars Court  
Duke Street  
Darlington  
DL3 7RU  
Or email: [darlingtonlettings@your-move.co.uk](mailto:darlingtonlettings@your-move.co.uk)

### Stage Two – Zeta Pinchbeck, Operations Manager

If, after your response from the Lettings Manager, you remain dissatisfied, you may address your concerns, in writing, to Zeta Pinchbeck. 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.

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**YOUR MOVE**



The address to write to is:  
YOUR MOVE Rogers Stewart Associates Ltd  
3 Deuchars Court  
Duke Street  
Darlington  
DL3 7RU  
Or email: [darlingtonlettings@your-move.co.uk](mailto:darlingtonlettings@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 Zeta Pinchbeck, 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.

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