



## Your Move Edward Rose Property Group Complaints Process

### Making a complaint - Residential Sales & Lettings

Your Move Edward Rose Property Group 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 Edward Rose Property Group. The Branch Manager will endeavour to liaise with you quickly and resolve your complaint immediately, no later than 5 working days from first notification. Please email [southerninfo@your-move.co.uk](mailto:southerninfo@your-move.co.uk)

### Stage Two – Your Move Edward Rose Director Team

If, after you have dealt with the Branch Manager, you remain dissatisfied you may address your concerns, in writing, to Edward Rose Director Team.

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.

Please email [southerninfo@your-move.co.uk](mailto:southerninfo@your-move.co.uk) or write to us at:

YOUR MOVE Edward Rose Property Group  
28 London Road, Southampton SO15 2AG

### Stage Three – The Property Ombudsman

If you still remain dissatisfied with the outcome of your complaint after dealing with the local branch and Your Move Edward Rose Property Group Director, once you have received a Final Viewpoint letter, 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.