

# Complaints Procedure

Northwood is committed to the highest standards of service and compliance. Each of our offices is bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us at [customerservice@northwooduk.com](mailto:customerservice@northwooduk.com). Whilst we cannot deal directly with your complaint, we are here to help.

We have a standard procedure for handling complaints which is as follows:

## 1. Making a complaint

Each office is independently owned and operated and has a local Director who will be, in part or in whole, an owner of the branch. In the first instance your complaint should be directed in writing to the local Branch Manager. Your complaint will be acknowledged within 3 working days. The branch will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

## 2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Director at the relevant Northwood office explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

## 3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Tel No: [01722 333 306](tel:01722333306)  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.

#### 4. What next?

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to the branch, enclosing a copy of your complaints form, and request their file and a statement describing their version of events.

The complaint will be reviewed by the Property Ombudsman's office together with the response from the branch and a recommendation will be made to the Ombudsman who will then make a final decision which is binding upon the branch in question.

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

For Scottish Offices please contact the office directly to request a copy of their individual complaint's procedure.