Email: info@thepropertyhive.co.uk
Tel: 01302 24 77 54
Web: www.thepropertyhive.co.uk
Address: The Property Hive,
33 Nostell Place ,
Bessacarr,
Doncaster,
DN4 7JA

In-House Complaints Procedure

The Property Hive are registered with The Property Ombudsman redress scheme and aims to provide the highest standards of service to all our customers. When something goes wrong, we need you to tell us about it. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally and if we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

All complaints should be received in writing, clearly stating the problem including as much detail as possible. We have eight weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

Once we have received your complaint we will acknowledge it in writing within 3 working days, together with a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by a senior team member. A meeting may need to be arranged at a convenient time to discuss your complaint to resolve the issue promptly. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

If after this time you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a more senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you are still not satisfied and you feel your complaint requires further investigation, the property ombudsman is the next course of action. You have 12 months to refer the complaint to the Ombudsman, from the date of the final letter submitted by ourselves, including any evidence to support your case.

The Property Ombudsman LTD
Unit 159756
Po Box 7169
Poole
BH15 9EL
01722 333306
www.tpos.co.uk

All complaints are kept confidential at all times. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.