

# Customer Complaints Procedure

Here at Locate Homes, our mission is to provide a first class service built on professionalism and trust. This is to ensure we can provide you, whatever your needs, with the best customer experience in the property industry.

We recognise sometimes things go wrong – If there is something you are not happy about, tell us straight away, so we can put this right.

## Making a complaint

- Firstly, please get in touch with the Branch you have dealt with so we can look into this straight away.
- If you remain dissatisfied with the outcome, then please contact the Branch Manager where your problem occurred. Managers' names and details are found on our website.

<https://www.locatehomes.co.uk/contact-us>

- If you are still unhappy – You can appeal to our Customer Services Manager Dahana Bullock who will then look into your concern and provide Locate Homes final response.

[complaints@locatehomes.co.uk](mailto:complaints@locatehomes.co.uk)

## Our Response

Please note that we have 3 working days to acknowledge your complaint. After a thorough investigation, we aim to respond formally in writing within 15 days.

The same timescales for response will apply for appeals made to the Customer Service Manager, starting from the date the appeal is received.

## If you remain dissatisfied

- If you are still not satisfied after a review by our Customer Service Manager (or more than 8 weeks have elapsed since the complaint was made) you can request an independent review from The Property Ombudsman without charge.
- You need to submit your complaint within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP.

Tel: 01722 333 306 [Email:admin@tpos.co.uk](mailto:admin@tpos.co.uk) Website: <https://www.tpos.co.uk>