



Complaints Procedure

At Homes Estate Agents Limited we pride ourselves in maintaining very high operating standards but sometimes we may make a mistake. If you are unhappy with any part of our service, we need to understand exactly what the issue is and make sure you are able to record your complaint formally, if you so require. Most importantly, we want to be able to put things right quickly and to your satisfaction.

An independent view:

The Property Ombudsman (TPO) is a government-approved organisation, set up to review complaints and provide an independent conflict resolution, where an individual and a property services business (e.g. estate agent) have been unable to reach agreement on a matter.

You can refer your complaint to TPO at any time, but they will only review this if you have given us the chance to put things right for you or if we have exceeded the timescales, they allow to resolve customer complaints. Should you decide to refer your concern to TPO you must do so no later than 12 months from the date on our Final Response letter.

How to complain to us:

By phone

- Please call the manager at any of our offices and make him or her aware of your issue. Details of the management team, telephone numbers and office addresses are available on our website www.homesea.co.uk
- Hopefully we should be able to resolve your issue speedily and to your satisfaction

By letter

- Feel free to write things down in a letter but remember to factor the postal service into our response time
- In the first instance, please write to the manager of the relevant branch – details are provided on our website www.homesea.co.uk
- If you would like to make senior management immediately aware of your complaint, please send a copy of your letter to any one of the directors shown on the website at Homes Estate Agents Limited, Antrobus House, 18 College Street, Petersfield, GU31 4AD

- We will respond to you, to acknowledge your complaint, within 3 working days of receiving your letter

By email

- Please send the same details, as you would have included in a letter and email them to info@homesea.co.uk and write 'Complaint' clearly in the subject line.
- We will respond to you, to acknowledge your complaint, within 3 working days of receiving your email

The information we need from you:

- The first thing to do is provide us with your full contact details – name, address, phone number/s and email address/es
- Then let us know exactly what you are unhappy about i.e. your complaint. This should include what has happened (or not), when and how it happened and who at Homes Estate Agents has been involved in the specific matter to date.
- Please also let us know what specifically you'd like us to do to put things right

Once we have this information, we'll be able to start looking into your complaint for you.

Next steps:

We'll contact you to let you know that we're looking into your complaint and when you can expect to hear back from us. We'll keep you regularly updated, as appropriate, about what's happening and provide you with a contact within Homes Estate Agents, if and as relevant.

Our Final Response:

When we've thoroughly looked into your complaint, we'll write to let you know our Final Response within 15 working days. This will outline what we've found, what we plan to do as a result and why we made the decision we came to. If we need more time to resolve your concerns however, you will receive a written explanation for the delay. All complaints are kept confidential and will be dealt with in a fair and unbiased way. If we do not hear from you within 8 weeks of our response, we will assume the matter has been resolved and the complaint will be closed.

If you're not satisfied with how we dealt with your complaint:

If you are not happy with the decision we've taken on your complaint and wish to take it further, you can refer the matter to TPO, details as shown below.

Contacting The Property Ombudsman:

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