



NPE Complaints Procedure. 220121.

When a formal complaint is received it should be immediately logged, specifying the time and date of the complaint, and passed personally to the respective head of department. (All formal complaints must be made by way of written correspondence.)

The department head should then acknowledge receipt of the complaint to the complainant within five working days of receipt of the complaint. Allowances may be made during bank holidays subject to this acknowledgement being made within a reasonable and practical time scale. Should the department head be on annual leave, then the person receiving the complaint should pass the complaint on to one of the businesses partners or directors.

A meeting should then be held by the department head with all staff relevant to, or with knowledge of the issue, in attendance. All cross department personnel with knowledge appertaining to the complaint should also attend this meeting.

The department head, on advice from his/her directors/partners, should then, without delay, reply to the complainant with aim to resolving the issue amicably. This reply will usually be sent within a twenty one working day time schedule. If, for practical reasons we are unable to respond to the complainant within this time frame, the claimant will be notified accordingly.

If the department head is unable to reach a conclusion after the above method, then he/she should pass the complete file over to one of the directors/partners, who, after checking the complaints procedure has been actioned thoroughly and fairly, will write to the claimant with his/her findings. Contained within this 'last and final written opinion' will be a further attempt to resolve the complaint amicably or by way of compromise.

Should you still not be happy that our complaints process has been handled in a fair manner and do not agree with our last and final written opinion, you still have the option of referring this matter to the property ombudsman. You have a twelve-month period after our final response letter in which to do this. Please also note the address for the TPO ( The Property Ombudsman ) is as follows: The Property Ombudsman Ltd, Milford House, 43-45 Milford St, Salisbury, Wiltshire, SP1 2BP. Tel: 01722 333 306. Web: [www.tpos.co.uk](http://www.tpos.co.uk).

**Please note:** Due to COVID-19 and in the interests of safety, some of our staff members are presently working from home. Depending on which department is relevant to your enquiry it may be that the above time frames may be delayed, and in some cases quite significantly depending on what information is required from our office. (Information needed in order to respond to your enquiry fully). We will however endeavour to meet our time frames but apologise if we cannot during these somewhat difficult times.