

## **Complaints Procedure**

### **Stage 1**

All complaints should, in the first instance, be directed to the team member you have been dealing with. They will endeavor to resolve your complaint as soon as possible.

### **Stage 2**

If you remain dissatisfied, you may then further your complaint in writing to a company Director. Any written complaint will be acknowledged within three working days of receipt, and we will work with you to try and resolve any issues raised as promptly as possible. A written response to summarize any investigations and steps taken will be sent within fifteen working days.

### **Stage 3**

If you remain dissatisfied, you are welcome to continue to communicate until the matter is resolved. If it becomes clear a resolution is not going to be reached, then we shall issue a 'Final Viewpoint' letter.

Peter Oliver Homes  
103 High Street  
Uckfield  
TN22 1RN  
01825 703000

[nick@peteroliverhomes.co.uk](mailto:nick@peteroliverhomes.co.uk)

### **Stage 4**

If you are still not satisfied with our final viewpoint (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.

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaint's procedure has been exhausted.

The Property Ombudsman  
Tel: 01722 333306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)