



COMPLAINTS HANDLING PROCEDURE

Homes For You prides itself on the level of its customer service. However, occasionally things do go wrong, and you may need to complain. Please see our complaints procedure below.

Residential Estate Agency - Making a complaint

Information for Customers

Homes For You is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One - Speak to your negotiator or Manager

All complaints should, in the first instance, be directed verbally to the Manager of the Homes For You Office you have been dealing with. He or she will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two - Write to the Managing Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Managing Director responsible for the Office in question. You must write to them within one month of receiving the Office response. Your complaint will be acknowledged within three working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days.

Managing Director
Homes For You
South Broomage Ave
Larbert
FK5 3LD

Stage Three - The Property Ombudsman

After you have received a response from the Managing Director, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within the final viewpoint letter, The Property Ombudsman) Consumer Guide or online at <http://www.tpos.co.uk>. Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.

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