



NHMM  
National Home Move

## **Residential Sales Complaint Procedure**

### **Making a Complaint**

National Home Move Ltd, trading as a franchisee of Your Move & Reeds Rains is a member of The Property Ombudsman Scheme (TPOS). We aim 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 all customer issues or concerns as quickly as possible. In the majority of cases, we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

### **Stage One – Branch Manager**

Complaints should, in the first instance, be directed to the Manager of the branch you have been dealing with. They will acknowledge your complaint in writing within 3 working days and then endeavour to liaise with you quickly to resolve your complaint immediately, but no later than 15 working days from the first notification.

### **Stage Two – Customer Relations**

If after you have dealt with the local Branch Manager you remain dissatisfied, you may address your concerns, in writing to Tracy Clinton, in our Customer Relations team. Once received, your complaint will be acknowledged, in writing, within 3 working days and you will receive a final viewpoint written response within 15 working days from receipt of your request for a review.

The address to write to is –

Your Move  
65-66 Baxter Gate  
Loughborough  
LE11 1TH

Alternatively, you can e-mail [tracy.clinton2@your-move.co.uk](mailto:tracy.clinton2@your-move.co.uk)

### **Stage Three – The Property Ombudsman Service**

If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch Manager at stage one or someone within the Customer Relations Team at stage three, or 8 weeks has elapsed since the complaint was first made, you may approach The Property Ombudsman without charge.

Details of how to do this will be contained within the letter we send you as the final viewpoint response to your complaint or information can be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

Please note:

- you must make your complaint to The Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- the Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final viewpoint letter.
- The Ombudsman recommends paying any outstanding fees on a “without prejudice” basis to avoid late-payment charges and/or further action.



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## **Lettings Complaints Procedure**

### **Making a Complaint**

National Home Move Ltd, trading as a franchisee of Your Move & Reeds Rains is a member of The Property Ombudsman Scheme (TPOS). We aim 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 all customer issues or concerns as quickly as possible. In the majority of cases, we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

All complaints should be sent to: [lettingscomplaints@nationalhomemove.co.uk](mailto:lettingscomplaints@nationalhomemove.co.uk).

### **Stage One – Branch Manager / Lettings Hub.**

Stage One complaints will be dealt with by the Branch Manager or Lettings Hub by emailing [lettingscomplaints@nationalhomemove.co.uk](mailto:lettingscomplaints@nationalhomemove.co.uk). Your complaint will be acknowledged in writing within 3 working days and will be responded to as quickly as possible, but no later than 15 working days from the first notification.

### **Stage Two – Operations Director / Regional Director.**

If after you have dealt with the local Branch Manager and you remain dissatisfied, you may address your concerns to the Operations Director or Regional Director via the complaints mailbox: [lettingscomplaints@nationalhomemove.co.uk](mailto:lettingscomplaints@nationalhomemove.co.uk). Once received, your complaint will be acknowledged within 3 working days and you will receive a response within 15 working days from receipt of your request for a review.

### **Stage Three – Customer Relations Team.**

If you still remain dissatisfied, you may address your concerns to the Customer Relations Team via the complaints mailbox: [lettingscomplaints@nationalhomemove.co.uk](mailto:lettingscomplaints@nationalhomemove.co.uk). Once received, your complaint will be acknowledged within 3 working days and you will receive a Final Viewpoint Response within 15 working days from receipt of your request for a review.

### **Stage Four – The Property Ombudsman Service.**

Following completion of the previous 3 steps and you remain dissatisfied with the outcome of your complaint or 8 weeks has elapsed since the complaint was first made, you may approach The Property Ombudsman without charge.

Details of how to do this will be contained within the letter we send you as the final viewpoint response to your complaint or information can be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

Please note:

- you must make your complaint to The Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- the Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final viewpoint letter.
- The Ombudsman recommends paying any outstanding fees on a “without prejudice” basis to avoid late-payment charges and/or further action.