Making a sales complaint

Reeds Rains Favsco 23 Limited is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded and to make sure we put mistakes right, we have the following complaints process.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases, issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

Stage One – Branch Manager

Complaints should, in the first instance, be directed to your local Branch Manager. They will acknowledge your complaint in writing, within 3 working days, in line with this procedure and then endeavour to liaise with you to resolve your complaint immediately but no later than 15 working days from our letter of acknowledgement.

Stage Two – Sales Complaints

If, after you have dealt with the Branch Manager you remain dissatisfied, you can request a review of your complaint in writing from Sales Complaints. Once received, your complaint will be acknowledged within 3 working days, (excluding weekends and public holidays) with a final viewpoint response in writing, within 15 working days from receipt of your request for a review. If longer is required, you will be notified in writing with an explanation and indication of the timescale.

The address to write to is:

Email: info@favsco23.co.uk

Or write to:
Reeds Rains Favsco 23 Limited
Sales Complaints
1-3 Station Parade
Harrogate
HG1 1UF

Stage Three – The Property Ombudsman Service

If you remain dissatisfied with the outcome of your complaint after dealing with the local Branch Manager and the Sales Complaints, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk or email admin@tpos.co.uk.

For your information:

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

Making a lettings complaint

Reeds Rains Favsco 23 Limited is a member of The Property Ombudsman Scheme (TPOS) for lettings, and we aim to provide the highest standards of services to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure 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 by our branch colleagues.

Stage One – branch Lettings Manager

Complaints should, in the first instance, be directed to your local branch Lettings Manager. They will acknowledge your complaint in writing within 3 working days (excluding weekends and public holidays) of receipt, in line with this procedure and then endeavour to liaise with you to resolve your complaint as quickly as possible, but no later than 15 working days from our letter of acknowledgement.

Stage Two – Lettings Complaints

If, after your response from the branch Lettings Manager, you remain dissatisfied, you may address your concerns in writing to Lettings Complaints. Once received, your complaint will be acknowledged within 3 working days, (excluding weekends and public holidays), and you will receive a response within 15 working days from receipt of your letter. If a longer timeframe is required, you will be notified in writing with an explanation and indication of timescale.

The address to write to is:

Email: info@favsco23.co.uk

Or write to:
Reeds Rains Favsco 23 Limited
Lettings Complaints
1-3 Station Parade
Harrogate
HG1 1UF

Stage Three – The Property Ombudsman Service

If you remain dissatisfied with the outcome of your complaint after dealing with the local branch Lettings Manager and the Lettings Complaints, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at www.tpos.co.uk or email admin@tpos.co.uk. Full contact information for The Property Ombudsman is as follows:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

For your information:

- 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 Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action but is not a requirement for you to pay an outstanding fee before it can be referred to the Ombudsman.