

Making a complaint - Residential Estate Agency and Lettings

National Home Move Ltd, trading as a franchisee of Reeds Rains 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, 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 – The Franchise Administration & Customer Relations Manager

If after you have dealt with the local branch manager you remain dissatisfied, you may address your concerns, in writing to Tracy Clinton, the franchise Business Administration & Customer Relations Manager. 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 –

Reeds Rains
65-66 Baxter Gate
Loughborough,
LE11 1TH

Stage Three – The Property Ombudsman Service

If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch Manager and the Franchise Business Administration & Customer Relations Manager, or 8 weeks has elapsed since the complaint was first made, you may approach the 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.

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.