



Managing Director Mike Denning
73 Corporation Street, St Helens, WA10 1SX

Complaints Procedure

Stapleton Derby is a member of The Property Ombudsman Scheme (TPOS) for both the Sales & Lettings Departments. 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.

The aim of this process, if it arises, is to resolve all customer issues or concerns as quickly as possible and to the customers' satisfaction by our branch manager.

If you do raise a concern or complaint then this is our procedure to follow:-

Stage One – Sales or Lettings Manager

Complaints should, in the first instance, be directed to the relevant Manager of the department you have been dealing with. They will acknowledge your complaint in writing, within 3 working days, in line with this procedure and then endeavour to liaise with you and resolve your complaint immediately but no later than 5 working days from our letter of acknowledgement.

Stage Two – Managing Director

Should the Sales or Lettings Manager not be able to resolve your complaint to your satisfaction, you can request to refer the matter to the Managing Director who will respond within 7 working days but no more than 15 working days from when your complaint was first made to the Branch.

If, after your response from the Managing Director, you remain dissatisfied, you may address your concerns, in writing, to The Property Ombudsman.

Stage Three – The Property Ombudsman Service

If you remain dissatisfied with the outcome of your complaint after dealing with the Managing Director 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 can 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 Ombudsman will not consider your complaint until our internal complaint's 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.