

Home Finders

Eastcott House, 4 High Street, Old Town, Swindon, SN1 3EP
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swindonhomefinders.com



Complaints procedure

As a member of the Association of Residential Lettings Agents (ARLA), and The Property Ombudsman Scheme (TPO), we aim to provide that highest standard of service to all landlords and tenants, in line with their Codes of Practice. One of the requirements of our membership is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.

Whilst our team will of course deal with the normal day-to-day problems on a one-to-one basis, once a formal complaint has been raised such as 'I am not satisfied with the standard of your work/conduct/behaviour, etc, and I wish to make a formal complaint', then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents – for example Terms of Business, Tenancy Agreement, Inventory & Schedule of Condition, etc, and send it to:

Head of Administration and Property Management
Home Finders (Swindon) Ltd
Eastcott House
4 High Street
Old Town
Swindon
SN1 3EP

The grievance letter will be acknowledged within 3 days, investigated in accordance with established in-house procedures, and a reply sent to you within 15 days of receiving your original letter.

You will be invited to make any comments that you may have in relation to this response.

Subsequently, if you remain dissatisfied with the way we have handled your complaint please right again to:

Complaints Department
Home Finders (Swindon) Ltd
Eastcott House
4 High Street
Old Town
Swindon
SN1 3EP

Finally, having exhausted our in-house procedures, if you are still not satisfied with our response, you may refer your complaint to:

Regulation Department
National Federation of Property Professionals
Arbon House
Tournament Court
Edgehill Drive
Warwick
CV34 6LG

They will arrange for your complaint to be assessed by an external Independent Case Examiner in line with the criteria and procedures set out in NFOPP/ARLA's published complaints procedure leaflet **or** you may refer your complaint (within 12 months of our final viewpoint) to:

The Property Ombudsman (TPO)
Milford House
43 – 45 Milford Street
Salisbury
Wiltshire
SP1 2BP
(www.tpos.co.uk)

