



Address Properties | In House Complaints Procedure

# IN HOUSE COMPLAINTS PROCEDURE

This procedure explains how complaints about the service provided by Address Properties Limited can be raised, investigated and escalated.

**Address Properties Limited**

97 Mount Pleasant, Liverpool, L3 5TB

Email: [hello@address-properties.co.uk](mailto:hello@address-properties.co.uk)Website: [www.address-properties.co.uk](http://www.address-properties.co.uk)

Address Properties Limited is committed to providing a professional, fair and efficient service to all clients and customers. If something goes wrong, we want to hear about it so that we can investigate the matter properly, resolve issues where appropriate, and improve our service.

## How to Make a Complaint

If you wish to make a complaint, please put this in writing and provide as much detail as possible, including:

- Your name and contact details
- The property address, where relevant
- A clear summary of your complaint
- Copies of any relevant correspondence or documents
- The outcome you are seeking

Address Properties Limited is a member of The Property Ombudsman Scheme.

## Reasonable Adjustments

We will make reasonable adjustments where required to assist consumers who may need additional support during the complaints process.

## Stage 1: Acknowledgement

We will acknowledge receipt of your complaint in writing within three working days of receiving it.

We will also provide you with a copy of this complaints procedure.

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## Stage 2: Investigation and Response

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Your complaint will be investigated by an appropriate senior member of staff.

As part of the investigation, we may review your file, relevant correspondence, notes, documents, system records and speak with any staff members involved.

We will provide a formal written response within 15 working days of sending our acknowledgement.

Our response will set out:

- The issues considered
- The outcome of our investigation
- Any action we intend to take, where appropriate
- What you can do if you remain dissatisfied

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## Stage 3: Final Review

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If you remain dissatisfied with our response, you may request a final review.

Where possible, this review will be carried out by a senior member of staff who has not been directly involved in the matter.

We will provide our final written viewpoint within 15 working days of receiving your request for a review.

Our final viewpoint letter will confirm that this is the end of our internal complaints procedure.

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## Stage 4: The Property Ombudsman

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If you remain dissatisfied after receiving our final viewpoint letter, you may refer your complaint to The Property Ombudsman:

The Property Ombudsman  
Milford House  
43 to 55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

## **Please Note**

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- You must refer your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter.
- The Property Ombudsman will usually only consider complaints once our internal complaints procedure has been completed.
- If your complaint has not been resolved within eight weeks of being raised, you may be entitled to refer the matter to The Property Ombudsman without waiting for our final viewpoint letter.

## **Data Protection Complaints**

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If your complaint relates to how we process personal data, we will investigate and respond in accordance with applicable data protection legislation.

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