

# Complaints Handling Procedure

## Introduction

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers and applicants. To ensure your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

If we are unable to resolve your query to your satisfaction this document also explains the process to apply to a third-party adjudicator, The Property Ombudsman.

## Step 1 – Initial Complaint

Your written complaint will be recorded and where appropriate, contact will be made within 2 working days by the department manager\* in the form of an acknowledgement email or letter, as applicable.

*\*Please refer to contacts at the end of this document or on our website*

## Step 2 – Escalating Your Complaint

If you remain dissatisfied with the department manager's response, you may then further your complaint in writing to a company director\*. Your escalation will be acknowledged within 3 working days of receipt. A written response, via email or letter, to summarise any investigations and steps taken will be sent within 10 working days.

*\*Please refer to contacts at the end of this document or on our website*

## Step 3 - The Property Ombudsman

If you are not satisfied with the outcome as communicated by a company director, you may approach The Property Ombudsman Service (TPOS).

Details of how to do this will be contained within the final viewpoint email or letter, alongside a link to The Property Ombudsman Service (TPOS) consumer guide at [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint email or letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

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

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Tel: 01722 333306  
Web: <https://www.tpos.co.uk/>

## Charles Darrow Contacts

Charles Darrow Ltd  
12 St Paul's Road  
Newton Abbot  
Devon  
TQ12 2HP  
Tel: 01626 330022

Director - Jon Clyne  
Email: [jon.clyne@charlesdarrow.co.uk](mailto:jon.clyne@charlesdarrow.co.uk)

Director - Paul Heather  
Email: [paul.heather@charlesdarrow.co.uk](mailto:paul.heather@charlesdarrow.co.uk)

Office Manager – Claire Chapman  
Email: [claire.chapman@charlesdarrow.co.uk](mailto:claire.chapman@charlesdarrow.co.uk)