

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

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
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

Director - Paul Heather
Email: paul.heather@charlesdarrow.co.uk

Director (North Devon) - Simon Mitchell
Email: simon.mitchell@charlesdarrow.co.uk

Office Manager – Claire Chapman
Email: claire.chapman@charlesdarrow.co.uk