

Goodwin Fox Complaints procedure

Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that 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.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

Residential Estate Agency and Lettings Complaints Process

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the manager of the department you have been dealing with. They will acknowledge the complaint within 3 working days and they will endeavor to resolve your complaint as soon as possible.

However, they will provide a written response usually in the form of a final viewpoint letter, no later than fifteen working days from when they received notification of the issue.

Stage Two - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint 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 six months of the date of the final viewpoint 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.