



Complaints and Dispute Resolution Policy

1. Policy Statement

At **Propertyline (includes Propertyline Letting Ltd and its subsidiaries)**, we are committed to delivering high-quality, professional services to all our clients, landlords, tenants, and partners. We recognise that, on occasion, things may go wrong. When they do, we take complaints seriously and aim to resolve issues promptly, fairly, and transparently.

This policy outlines our approach to handling complaints and resolving disputes in accordance with the standards set by **The Property Ombudsman (TPO)** and relevant industry regulations.

2. Purpose

- To provide a clear and fair process for making and handling complaints
- To resolve issues promptly and amicably
- To improve our services through feedback
- To ensure compliance with our legal and regulatory obligations

3. Scope

This policy applies to:

- Clients (landlords and tenants)
- Buyers and sellers
- Contractors and service partners
- Members of the public interacting with our services

4. Making a Complaint

If you are dissatisfied with any aspect of our service, you may raise a complaint by:

- **Email:** info@epropertyline.com
- **Post:** Propertyline, 75 Broadway, Peterborough PE1 1SY
- **Phone:** 01733077788

Please include:

75 Broadway
Peterborough PE1 1SY
01733 777788



- Your name and contact details
 - A clear description of the issue
 - Any relevant documentation (emails, agreements, photos, etc.)
 - The outcome you are seeking
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5. Complaints Process

Stage 1: Acknowledgement

We will acknowledge your complaint in writing within **3 working days** of receipt.

Stage 2: Investigation

Your complaint will be investigated by a senior member of staff who was not directly involved in the matter. We aim to issue a formal written response within **15 working days**. If more time is required, we will update you accordingly.

Stage 3: Final Review

If you remain dissatisfied, you may request a final review. A senior manager or director will re-examine the complaint and issue a final written response within **15 working days**.

6. Referral to The Property Ombudsman (TPO)

If you are not satisfied with our final response or if eight weeks have passed since your initial complaint without a resolution, you may refer your complaint to:

The Property Ombudsman

Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP

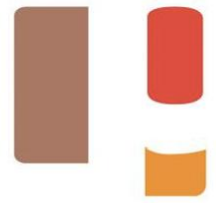
Website: <https://www.tpos.co.uk>

Phone: 01722 333306

You must refer your complaint to the Ombudsman **within 12 months** of our final response.

7. Confidentiality

All complaints will be handled with confidentiality and in accordance with data protection laws. Your information will only be shared with those directly involved in investigating and resolving the issue.



8. Continuous Improvement

Complaints are an opportunity for us to improve. We regularly review complaints data to identify trends and take corrective action to enhance our services.

9. Contact for Complaints

Complaints Manager:

Name: **Chris Weston (Manager)**

Email: chris@epropertyline.com

Phone: **01733 777788**