

IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all of our clients. If something goes wrong, we would be grateful if you could let us know so that we may look to improve our standards going forward.

If you have a formal complaint, we would request that you put it in writing including as much detail as possible. This should be sent to Complaints Team, Yoodle, No. 1 The Heights, Weybridge, Surrey KT13 0NY or emailed to weybridge@yoodle.co.uk and we will respond in line with the timeframes set out below:

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint in full. This will normally be dealt with by the departmental manager who will review your file and speak to the member of staff who you dealt with. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by our senior management team.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can refer your complaint to the Property Ombudsman to request an independent review from without charge.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.