



# The Pedder Group

## Complaints Procedure

**Summary:**

Pedder as a member of The Property Ombudsman Scheme (TPOS) aims to provide high standards of service to customers. The relationship between Pedder employees and clients of Pedder should be such to prevent the development of a serious dispute. However, it is recognised that in certain circumstances problems may arise and it is the aim of this procedure to enable and complaint to be settled fairly and quickly, as near to the point of origin as possible.

## Making a Complaint – The process:

**For general complaints the following procedure applies:**

### **Stage 1: Branch/Department Manager**

Any problems arising from your dealings with Pedder should be raised with the immediate Branch/Department Manager in the first instance. Problems should be discussed frankly, and the manager will endeavour to resolve your complaint immediately, and no later than 5-working days of notification. Both parties should aim at resolving the matter at this stage.

### **Stage 2: Director or equivalent**

In the event of the problem not being resolved at stage 1 the matter may be referred to the appropriate Director. You should write to them within one month of receiving the branch response as per stage 1. Where requested the Branch/Department Manager will provide you with the details of the appropriate person relevant to your complaint. You will receive a full written response to your complaint within 15 working days of receipt and will receive a notification of acknowledgment no later than 3 working days.

### **Stage 3: Chief Executive or equivalent**

Where a complaint is not resolved at either of the stages above it will be referred to the Chief Executive. This will be acknowledged in writing within 3 working days, and a full written response will be provided within 15 working days.

### **Stage 4: The Property Ombudsman**

After receiving a written response from the Chief Executive you may then approach The Property Ombudsman if you remain unsatisfied with the response given. Please note that you must do so within 6-months of the date of the final letter received from Pedder.

Contact details for TPOS are as follows:

The Property Ombudsman  
Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP  
Telephone +44 (0)1722 333 306  
Facsimile +44 (0)1722 332 296  
Web page [www.tpos.co.uk](http://www.tpos.co.uk)

TPOS will not consider your complaint until stages 1 -3 of above procedure are exhausted