



## Complaints Procedure

At Holmes Hosking, we pride ourselves on the level of customer service that we provide.

To ensure our customers' interests are safeguarded we offer a formal complaints procedure. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow the guidelines in this document.

Holmes Hosking is a member of The Property Ombudsman Scheme (TPOS); the National Association of Estate Agents (NAEA). By belonging to these organisations, we are required to adhere to strict professional standards. If you have a problem or issue relating to Holmes Hosking then please discuss directly with our branch staff in the first instance.

We aim to deal with any problems sympathetically, fairly and quickly. If the matter is not resolved to your satisfaction then please follow the guidelines below.

**Stage One – Danny Holmes/Adam Hosking – Directors of Holmes Hosking** If our staff cannot resolve the matter then please lodge a complaint in writing to either Danny Holmes or Adam Hosking of which you have a grievance. Danny Holmes or Adam Hosking will acknowledge your correspondence within 3 working days, then will investigate the matter and you will receive a full response within 15 working days.

### Head Office contact details:

Telephone: 020 8325 2525

Email: [Adam@holmeshosking.com](mailto:Adam@holmeshosking.com) / [Danny@holmeshosking.com](mailto:Danny@holmeshosking.com)

Or Post: Holmes Hosking, First Floor, 2 Cobden Court, Wimpole Close, Bromley, BR2 9JF

We aim to resolve all complaints during this initial stage. However, if you remain dissatisfied, you may escalate the matter to the Property Ombudsman Scheme.

**Stage Two** - The Property Ombudsman Scheme Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Property Ombudsman. Any referral to the Property Ombudsman must be made within 12 months of the date of our Final Viewpoint letter. The Ombudsman will not consider your complaint until our Complaints Procedure has been exhausted.

The contact details for The Property Ombudsman are as follows:

Telephone: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

Or post: TPOS Complaints, Milford House, 43-55 Milford Street Salisbury, Wiltshire SP1 2BP

By referring your complaints to the Property Ombudsman you agree to Holmes Hosking passing all such data to the Property Ombudsman and to them processing such data for the purpose of reviewing and mediating in respect of your complaint.

Holmes Hosking will co-operate with any investigations by the Property Ombudsman being conducted in accordance with the Property Ombudsman's Terms of Reference.

Holmes Hosking will comply with any award and/or direction made by the Property Ombudsman in respect of any grievance made.

Please note that if you are liable for any outstanding fees and commissions there is an expectation that you should pay the fee, or any uncontested part of it on a "without prejudice" basis to avoid legal action being taken by Holmes Hosking to recover any such sum. This is consistent with the Property Ombudsman's advice set out in "Guidance for Complainants". This does not affect your rights to pursue your complaint in any way.