

## IN-HOUSE COMPLAINTS PROCEDURE

We keep this document under regular review, the last review was on 11/06/26. This document was last updated on 11/06/26.

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

### Membership details

Moreland Estates Ltd is a member of The Property Ombudsman Scheme (TPOS) and Propertymark (NAEA & ARLA).

By belonging to these organisations, we are required to follow strict professional standards.

### What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.
- 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 a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

### The Property Ombudsman

- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The contact details for The Property Ombudsman Scheme 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)

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

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

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

*The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.*

## **Data Protection Complaints**

Should you wish to raise a complaint regarding the handling of your personal data, then you may do so by contacting us either by email or letter using the details provided below.

**Sarah Williams** [sarah@morelandestateagents.co.uk](mailto:sarah@morelandestateagents.co.uk) **07855 229847**

All data protection complaints will be acknowledged within 30 calendar days of receipt.

Complaints will be investigated promptly, fairly, and without undue delay, and the complainant will be informed of the outcome of the investigation as soon as reasonably practicable.

A record of all complaints, investigations, decisions, and actions taken will be maintained. If you remain dissatisfied with our outcome, they you have a right to make a complaint to the Information Commissioner's Office (ICO)

### **Information Commissioner's Office (ICO):**

Website: [www.ico.org.uk](http://www.ico.org.uk)  
Telephone: 0303 123 1113  
Address:  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF