



Customer comments and complaints

We aim at all times to provide the highest standards of customer services and to promote best practice in the industry through our work. We are keen to learn from what our customers tell us and to use it to improve:

- the services we provide
- the policies we develop
- how we behave as an organisation.

We aim to embody the following principles in everything we do:

- a transparent approach
- experienced professionals
- a dynamic service
- people with integrity.

Our complaints procedure

When something goes wrong, we need you telling us about it so we can investigate what has happened and take steps to put it right for you. This process should take no longer than eight weeks.

We consider the needs of the individual and, 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.

1. If you have a complaint, we ask you to initially discuss it in-person with your principal contact at Urban Patchwork, and then if required, with one of our directors.
2. If after speaking to the director, you want to make a formal complaint, we ask you to please put this in writing (letter or email) and address it to Toby Gooding (Managing Director) – Email: enquiries@urbanpatchwork.co.uk. It would be helpful if you could include as much detail as possible, including dates, names of any members of staff you dealt with and attach/enclose any supporting evidence. This is to ensure your complaint is properly understood and investigated by us.
3. Your complaint will be acknowledged within three working days.
4. Your complaint will be investigated and we will provide a formal written response within 15 working days from receipt of your original complaint. This will address your specific complaints and we will propose resolutions where appropriate.
5. If you remain unhappy, your subsequent complaint will be investigated and we will provide a further written response within 15 working days, outlining our final position and proposing resolutions where appropriate.

6. Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

01722 333306
www.tpos.co.uk
admin@tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final email/letter in relation to your complaint. Please note that The Property Ombudsman requires that all complaints are addressed through our in-house complaints procedure before being submitted for independent review.

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.