



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
- a social purpose.

Our complaints procedure

When something goes wrong, we would appreciate you telling us about it so we can look into what has happened and take steps to put it right for you.

1. If you would like to make 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 would like to make a formal complaint, we ask you to send your complaint to one of the directors via email or post. It would be helpful if you could include as much detail as possible and attach/enclose any relevant documents. This is to ensure your complaint is properly understood and investigated by us. Your complaint will then be formally logged in our records. (Logging complaints in our central system enables us to monitor positive and negative feedback to help us improve services and identify training needs.)
3. A director will send a formal thanks and receipt confirmation email/letter (depending on whether your complaint was sent by email or post) within three working days. This will outline that we aim to respond as soon as possible and usually no later than within fifteen working days to ensure we can respond to all points made in your complaint. (They will also attach a copy of this procedure for your records.)
4. A director will investigate your complaint and speak to our team members who dealt with you. We will let you know if we need any further information from you or any more time to investigate further and the reasons why. Once this process is complete, we will write to you with our findings and any proposals for putting things right.
5. A director will speak to you following the above to ensure you are happy with how we have dealt with your complaint and to confirm our proposed approach for resolving the issue is satisfactory.
6. If the proposed approach is not deemed satisfactory, we will write to you following our conversation to confirm what was discussed and to outline our agreed approach and/or any unresolved issues.

7. We will write to you again once any actions agreed have been carried out and will confirm our final view point on the matter.
8. If following the above process, you are not satisfied with how we have responded to your complaint you are entitled to refer your complaint to The Property Ombudsman to request an independent review:

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

(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 this in-house complaints procedure before being submitted for independent review.)

If by following the above steps your complaint has still not been resolved to your satisfaction, you may refer it to Propertymark (which we are members of). They will consider your complaint in line with the criteria and procedures set out in their Conduct and Membership Rules.

Propertymark complaints process: <https://www.propertymark.co.uk/complaints.aspx>