

Revive Property Management Services Limited

In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible.

We are members of The Property Ombudsman (TPO) Scheme and subscribe to the TPO code of Practice for Letting Agents.

If you have a complaint, please put this in writing (letter or email) to us. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage One:

If after talking to your usual contact you do not feel that your complaint has been resolved, please write to the Customer Relations Team with details of your complaint. Please keep copies of all correspondence sent to us and notes of any conversations or telephone calls you have made.

You can contact this team at:
3 County Road, Walton, Liverpool, L4 3QA

Please include the following information in your letter of complaint:

- Your name, address and a daytime telephone number
- The name of the individual you have been dealing with
- A clear description of your complaint, outlining what you believe has gone wrong
- Details of your desired outcome

We will confirm receipt of your letter within 3 working days and will aim to send you a full reply within 15 days.

Stage Two:

If you remain dissatisfied by the response received by our Customer Relations Team, then you have the right of appeal, meaning a separate and detached review of the complaint by a different member of the team not directly involved with the original investigation. You can make us aware of this at the contact details above. A full and final response will be sent out to you within 15 working days.

Stage Three:

If our internal complaints procedure does not resolve your complaint, you can contact our regulatory body, The Property Ombudsman. In making a complaint to the TPO, your information relating to the letting of the Property will need to be shared with the TPO, by you and by us. The TPO also ask for your details to assist them in their monitoring of our compliance with the TPO Code of Practice.

The Property Ombudsman may be contacted at:
The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
www.tpos.co.uk

