

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.

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 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. 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.

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 redress scheme, 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.

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 Property Ombudsman may be contacted at:

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

