



If you are experiencing any customer service issues, for any reason, in the first instance please email customerexperience@ipm.uk

In addition to this, we are obliged by the codes of practice that we follow to have a formal complaints procedure which is set out below.

Stage 1

In the first instance, you should raise your complaint on the customer experience email above. An advisor will acknowledge and reply to you within 3-5 working days. This will be passed to your Property Team to help resolve the issue and a full response will be provided within 10 working days of the acknowledgment.

Stage 2

If you feel that your complaint has not been resolved at Stage 1, please re-contact the Customer Experience email, please put 'Stage 2' in the subject and include the response that you were provided at Stage 1. This will be acknowledged within 3-5 working days and then be passed to the Regional Manager or Team Leader to resolve and they will provide a response within 10 working days.

Stage 3

If Stage 1 and 2 do not resolve the complaint sufficiently, please ask that it is escalated. Email the Customer Experience email and put 'Stage 3' in the subject and include the responses you were given at Stage 2 and 1. This will be acknowledged in between 3-5 days. A Senior Manager will provide a written and final response to this escalation within 10 working days.

Stage 4

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) then it may be appropriate for the matter to be referred to an independent third party without charge. If you feel this would benefit you, please contact; The Property Ombudsman Ltd, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Phone: 01722 333 306 Email: admin@tpos.co.uk Web: www.tpos.co.uk