

## FORMAL COMPLAINTS PROCEDURE



If you are experiencing any customer service issues, for any reason, in the first instance please email [hello@ipm.uk](mailto:hello@ipm.uk)

Should you experience further issues or are dissatisfied with the response you receive, we are obliged by the codes of practice that we follow to have a formal complaints procedure which is set out below.

### **Stage 1**

You should raise your Formal Complaint by emailing the customer experience team on the email address noted above. Please ensure you place 'Formal Complaint' within the subject line of the email and provide your customer reference. Your customer reference can be found on any letter we have sent to you. A member of the team will acknowledge receipt of your email within 3 working days. This will be passed to the relevant Regional Manager, Department Manager or Team Leader to resolve and they will provide a written response within 15 working days.

### **Stage 2**

If you feel that your complaint has not been resolved at Stage 1, please re-contact the Customer Experience email, put 'Stage 2' in the subject and request escalation. Please include the response that you were provided at Stage 1.

This will be acknowledged within 3 working days and then be passed to a Senior Manager to resolve, and they will provide a written response within 15 working days.

### **Stage 3**

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](mailto:admin@tpos.co.uk) Web: [www\(tpos.co.uk](http://www(tpos.co.uk)