



# Customer Complaints Procedure

We're dedicated to delivering top-notch service every time. But if something doesn't go as expected, we want to make it right. By sharing your concerns with us, you give us the chance to understand the issue and resolve it promptly. Here's a quick guide on how to report any concerns you may have so we can support you better.

## How do I report a complaint?

To get started, please reach out to our head office and let us know which aspect of our service didn't meet your expectations. You can share your concerns with us by phone, email, or post—whichever is most convenient for you.

Call us: 01642 089335  
Email: [info@proinvestproperties.co.uk](mailto:info@proinvestproperties.co.uk)  
Post: 104 Station Road, Redcar TS10 1RQ

## What happens next?

Here's what you can expect when we receive your complaint:

**Acknowledgment:** Within three working days, we'll send a written acknowledgment confirming who will be handling your case.

**Investigation:** We'll gather all relevant information, collaborating with any departments involved, to fully understand the issue.

**Resolution:** Within 15 working days, we'll provide a detailed response explaining the outcome and suggesting a resolution. If more time is needed, we'll notify you in writing with an explanation for the delay.

Please rest assured, all complaints are handled confidentially and impartially. If we do not hear back from you within eight weeks of our response, we'll assume the matter is resolved and close the complaint. If you have questions in the meantime, don't hesitate to reach out to the contact listed in your acknowledgment letter.

## Still not happy?

After receiving our response, if you feel your complaint has not been fully addressed, please let us know and we will aim to resolve the matter for you.

Your concerns will be acknowledged within three days of receipt and your complaint will be passed to an alternative more senior member of staff for consideration. Where possible, a final response will then be issued within 15 working days. If we are unable to respond to you within this timescale, we will contact you to let you know when we anticipate a resolution and inform you of your right to appeal.

If you are still not satisfied with the outcome, we would advise that you contact The Property Ombudsman:



**TPOS Complaints** Phone: 01722 333306  
Milford House Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
42-55 Milford Street Website: [www.tpos.co.uk](http://www.tpos.co.uk)  
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