

Cooke Curtis & Co – How to Make a Complaint

We strive to provide the highest level of service and hope you never have cause for complaint. However, we understand that concerns may occasionally arise, and we are committed to addressing them promptly and effectively.

If you need to raise a concern, we recommend initially discussing it with the person managing your case. In most instances, this will resolve the issue. If further action is required, please follow our complaints process outlined below.

Stage One – Initial Resolution

Please direct your complaint to the team member managing your property. They will acknowledge your complaint and make every effort to resolve it immediately, and no later than within **7 working days** of receiving your notification.

Stage Two – Manager Review

If your issue remains unresolved or you are dissatisfied with the response, you may escalate your complaint in writing to the Sales Manager. They are responsible for the day-to-day operations of the sales department and will provide their name and contact details upon request.

The Sales Manager will aim to address your complaint promptly and professionally. If the issue persists, we recommend escalating it further to a Director.

Stage Three – Director Escalation

If your complaint reaches this stage, it will be acknowledged within **3 working days**. The Director will conduct a thorough review of your concerns, including the handling of the issue to date. This may involve further investigation into the background of your complaint.

The Director will provide a written response within **15 working days**, summarizing the findings, any actions taken, and our **final viewpoint** on the matter.

Stage Four – The Property Ombudsman Service (TPOS)

If you are not satisfied with the resolution provided in our final viewpoint letter, you may refer your complaint to The Property Ombudsman Service (TPOS).

- Further details can be found on our website or in the TPOS consumer guide at www.tpos.co.uk.
- Please note that complaints must be submitted to TPOS within **12 months** of receiving our final viewpoint letter.
- TPOS will only consider your complaint once our internal complaints procedure has been fully exhausted.

We are committed to addressing your concerns with transparency and fairness. If you have any questions about this process, please do not hesitate to ask a member of our team.