

COMPLAINTS PROCEDURE

Stuarts Homes t/a Stuarts Property Services Ltd aims to provide a professional standard of service to all clients. To ensure that we maintain these standards and treat clients fairly, we have a two-stage complaint procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

Clients can register a complaint, comment, or compliment by:

- Phone 0161 491 1411
- In writing or by email: 2 Gatley Road, Cheadle, Cheshire SK8 1PY
- By Email to info@stuartshomes.co.uk
- In person, by a member of staff completing a form on the client's behalf.

Stage one

Acknowledgement:- A member of staff will endeavour to acknowledge receipt of your complaint within three working days.

Response:- We aim to respond to your complaint within ten working days from receipt. If we are unable to do this we will advise you of the delays and keep you updated on progress.

If you are dissatisfied with our response at stage one, you can ask us to consider your complaint at stage two.

Stage two

We will look at your complaint at stage two if you indicate in writing that you are dissatisfied with the response you have received at stage one.

If you are not satisfied with the response you have received, the complaint will be escalated to managerial level for a further investigation and response. A manager of Stuarts will acknowledge your complaint within three working days. We aim to respond to your complaint at stage two within ten working days from receipt of your request. If we are unable to do this we will advise you of the delays and keep you updated on progress.

Stage three

If you remain dissatisfied with the response you have received, the complaint will be escalated to a director for a further investigation and response. A director of Stuarts will acknowledge your complaint within three working days. We aim to respond to your complaint at stage three within ten working days from receipt of your request. If we are unable to do this we will advise you of the delays and keep you updated on progress. We will provide you with a final written statement, and if applicable, an offer as to further action intended to satisfy the matter.

Stage four

If you are still not satisfied with our final viewpoint (or more than 8 weeks has lapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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.

Our complaints procedure must be followed before our independent redress scheme will consider your complaint.

Independent Redress Scheme

For advice or help with making a complaint you may contact The Property Ombudsman via telephone, website or email:- Tel: 01722 333306 (www.tpos.co.uk) and email address (admin@tpos.co.uk)

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Head Office: 2 Gatley Road, Cheadle, Cheshire, SK8 1PY.
t: 0161 491 1411 e: info@stuartshomes.co.uk w: stuartshomes.co.uk