



Weardale Property Agency In-house Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward. If you have a complaint, please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. **The process should take no longer than 8 weeks.** We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language. This procedure also applies to complaints about how we collect, use, disclose, retain, secure or otherwise process personal information. Data protection complaints will be referred promptly to our Responsible Person for data protection.

Stage 1 – Your Complaint

Please put your complaint in writing either by letter or email and address it to the Managing Director. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to, enclosing/attaching any supporting evidence.

Email: hello@weardaleproperty.co.uk

Post: Weardale Property Agency, 63 Front Street, Stanhope, County Durham, DL13 2TY

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged and we will start our in-house complaints process.

Timescale: Within 3 working days of receiving your complaint.

Stage 3 – Our Investigation

Your complaint will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: Within 15 working days of receiving your complaint.

Stage 4 – Our Separate Internal Review

If you remain unhappy, you can request a review which will be investigated by a representative that was not involved in the initial investigation and we will provide a written response outlining our final viewpoint and proposing resolutions where appropriate.

Timescale: Within 15 working days of receiving your request for a review.

Stage 5 – The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to: The Property Ombudsman. **Phone:** 01722 333306 | **Email:** admin@tpos.co.uk | **Website:** www.tpos.co.uk

Timescale: You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter.



The Information Commissioner's Office

For complaints relating to Data Protection, should you remain dissatisfied after receiving your final viewpoint letter you can raise the matter with the Information Commissioner's Office. **Phone:** 0303 123 1113 | **Email:** icocasework@ico.org.uk | **Website:** www.ico.org.uk

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.