
COMPLAINTS PROCEDURE

What if I am dissatisfied with the service I receive?

Inspired Property Management is committed to providing a high-quality service to all our clients and customers. However, we acknowledge that on occasions things can go wrong. When something does go wrong, we need you to tell us about it. This will help us improve our service.

As a regulated RICS and ARMA-Q company we have in place a Complaints Handling Procedure, which meets the regulatory requirements. Our Complaints Handling Procedure has two stages.;

Stage one gives us the opportunity to review and consider your complaint in full. We will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two.

Stage two gives you, the customer, the opportunity to have your complaint reviewed and considered by an independent redress provider, approved by RICS.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

How to make a complaint

If you wish to make a complaint you can contact us in the following ways:

Address to: Wendy Walker, Head of Customer Service

By email: complaints@inspiredpm.co.uk

In writing: Inspired Property Management Limited, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE



Head Office, 6 Malton Way, Adwick-le-Street, Doncaster, DN6 7FE
T: 01302 729 500

London Office, G04 - The Chandlery, 50 Westminster Bridge Rd,
Waterloo, London SE1 7QY
T: 0203 664 6664

Information to include:

In order to help us resolve your complaint as quickly and efficiently as possible, we will require the following information:

- Your name and address
- The name of the representative you dealt with
- Any relevant account and reference numbers
- Preferred method of communication and relevant contact details
- A clear description of your complaint
- Details of what you would like to be put right

What will happen next?

- We will send you a letter/email acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the Head of Customer Service who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- 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) you can request an independent review from The Property Ombudsman without charge.



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The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint's procedure, before being submitted for an independent review.

For Business Clients

RICS Dispute Resolution Service
Surveyor Court
Westwood Way
Coventry
CV4 8JE

Tel: 020 73343806



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T: 01302 729 500

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