

# Making a sales / lettings complaint

Sensis Property Management Limited is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded and to make sure we make mistakes right, we have the following complaints process. The aim of this process is to resolve all customer issues or concerns as quickly as possible. In many cases issues can be resolved quickly and amicably to customers' satisfaction by our branch colleagues.

## Stage One – Branch Manager

Complaints should, in the first instance, be directed to your Branch Manager. They will acknowledge your complaint in writing, within 3 working days, in line with this procedure and then endeavor to liaise with you to resolve your complaint immediately but no later than 15 working days from our letter of acknowledgement.

## Stage Two – Mr O Sinclair, Branch Support Manager

If, after you have dealt with the Branch Manager you remain dissatisfied, you can request a review of your complaint in writing from Mr O Sinclair, Branch Support Manager. Once received, your complaint will be reviewed and we will send you a final viewpoint response in writing, within 15 working days of receipt of your request for a review. If longer is required, you will be notified in writing with an explanation and indication of the timescale.

The address to write to is

Email: [info@sensisltd.co.uk](mailto:info@sensisltd.co.uk)

Or write to:

Sensis  
1 Sumner Road  
Rotherham  
S65 1LJ

## Stage Three – The Property Ombudsman Service

If you remain dissatisfied with the outcome of your complaint after dealing with the local branch and Mr O Sinclair, or 8 weeks has elapsed since the complaint was first made, you may approach the Property Ombudsman without charge.

Details of how to contact the Property Ombudsman will be contained within the final viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk) or email [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

For your information:

- You must make your complaint to the Property Ombudsman within 12 months of the date of our final viewpoint letter.
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action