Complaints Policy

HOMESURE

COMPLAINTS PROCEDURE

We aim to deliver first class service built on professionalism and trust; however, we recognise sometimes things go wrong. The following complaints procedure is designed to provide our customers with a simple and personalised process for resolving any issue they may have.

STAGE 1

Please contact the branch or department you have been dealing with so that your complaint can be investigated immediately. Within the first instance, complaints should be made to the member of staff involved or his/her Branch Department Manager.

The complaint can also be sent to us by post to 21-22 Tapton Way, Wavertree Business Village, Liverpool, L13 1DA.

STAGE 2

If your complaint has not been satisfactorily resolved, the formal complaints procedure will be implemented.

Please email admin@homesureproperty.co.uk detailing your complaint and how you would like it resolved.

Your complaint will be acknowledged within 3 working days, and you will receive a written response detailing our position and proposal for resolution to your complaint within 15 working days.

STAGE 3

If your complaint has not been resolved to your satisfaction, please contact admin@homesureproperty.co.uk marked for the attention of 'The Directors'.

After a thorough investigation, you will receive a response confirming our position and a written proposal to resolve your complaint within 15 working days.

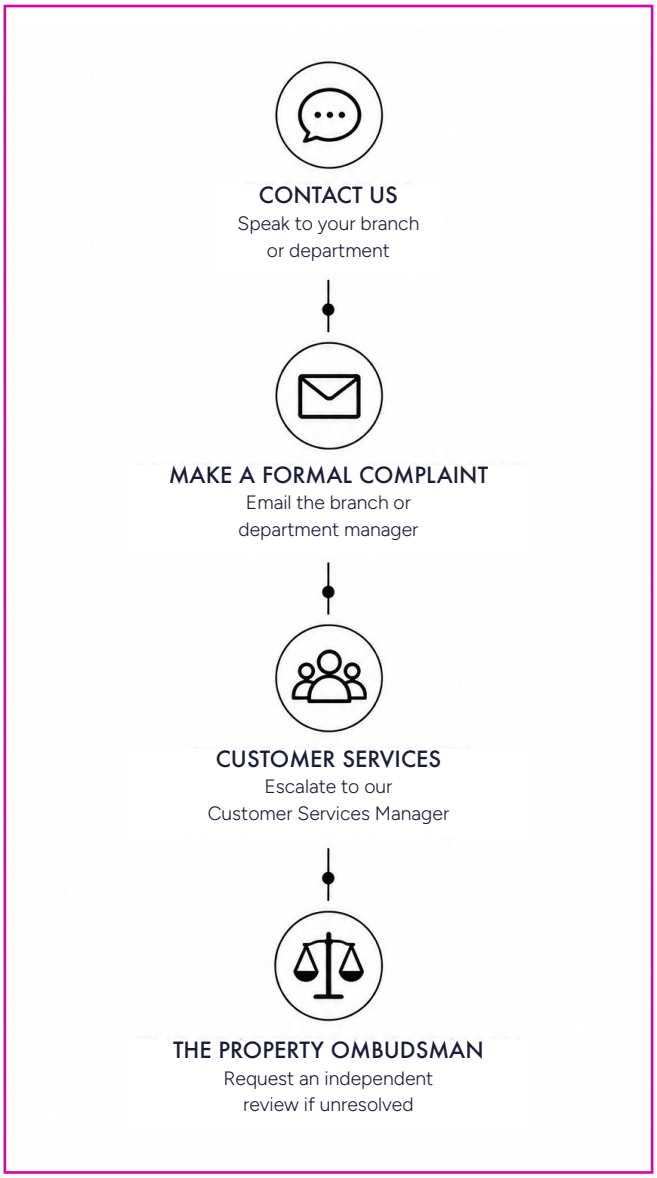
If you do not accept our proposal/position, please advise us in writing within 5 working days. You can, of course, suggest another way of resolving your complaint.

If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, then you may proceed to Stage 4.

STAGE 4

If after the previous stages we are unable to reach satisfaction regarding your complaint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman (TPO) without charge. TPO is an independent statutory body who regulates and resolves disputes between consumers and property agents.

Please note that complaints to TPO must be sent within 12 months of receiving our final response.



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