

## Complaints Procedure

Our aim is to provide a first class service and to do everything we can to ensure you are satisfied. If you feel that we have fallen short of this standard and you wish to complain, we ask that you first telephone the person who has been your contact and explain that you are dissatisfied with an aspect of the service you have received.

If you still remain unhappy with the way your complaint has been dealt with then you should set out your complaint in writing to:

Georgina Cox  
MovingWorks  
4 Bridge Court  
Little Hoole  
Preston  
PR4 5BF  
And/or by email at: [georgina@movingworks.co.uk](mailto:georgina@movingworks.co.uk)

Georgina has been appointed to deal with any complaints you have about MovingWorks.

In order to resolve your complaint, we would ask that you include the following information and evidence, if applicable:

An outline of your complaint explaining why you feel that we have fallen short of our first class service.

What you would like us to do to resolve it.

Any specific details that you feel would assist us with resolving your complaint. Including, but not limited to:

Names of Advisors you have spoken to in connection with the complaint and The Agency in connection with the complaint

Time(s) and Date(s) of the incidence(s)

Telephone number(s) and or Address(es) you have used to contact us on

Any written correspondence in connection with your complaint

Any other document in support of your complaint

**MOVINGWORKS HQ:** 4 Bridge Court, Little Hoole, PR4 5BF

 01772 615550  [hello@movingworks.co.uk](mailto:hello@movingworks.co.uk)  [movingworks.co.uk](http://movingworks.co.uk)

 [MovingWorksUK](https://www.facebook.com/MovingWorksUK)  [movingworksestateagents](https://www.instagram.com/movingworksestateagents)

Registered in England & Wales - Company No. 4024680

On receipt of a complaint, we will investigate the issue(s) you have raised on your complaint fully and respond to you accordingly.

The timescales for dealing with a complaint are as follows:

You will receive an 'acknowledgement of receipt' of your complaint from us within 3 working days of receipt of your complaint.

Within 15 working days of the acknowledgement, you will receive a full response.

If we are unable to resolve the matter within the 15 working days as stated above, we will provide you with reasons why we could not meet this time frame and provide you with an estimate of when a full response will be received.

After our final written response, we may deem the complaint closed. If we deem the matter closed then we reserve the right not to enter into any further correspondence.

We are members of The Property Ombudsman. If you remain unhappy with the response received from us and have exhausted our complaints procedure, you can contact The Property Ombudsman to ask them to investigate your complaint. In order to take your complaint to The Property Ombudsman you must first have carried out the following:

Made an official complaint to us, in writing;

You have waited 8 weeks for your complaint to have been resolved by us in writing;

Within 12 months from the our last communication with you regarding this complaint

The Property Ombudsman is a government approved Redress Scheme who resolves complaints between Members and their consumers. The complainant must have exhausted the Member's internal complaints procedure and remain dissatisfied with the Member's response. The Property Ombudsman is free to use for the complainant and further information and guidance on how to resolve complaints is available via their website.

In order to make a complaint, please contact The Property Ombudsman directly or alternatively, visit their website and fill out a Complaints Form. The Property Ombudsman contact details are as follows:

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

E mail: [enquiries@tpos.co.uk](mailto:enquiries@tpos.co.uk)

By post at:

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

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📘 MovingWorksUK 📷 [movingworksestateagents](https://www.instagram.com/movingworksestateagents)

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