

## The Property Ombudsman 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.

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

Customer Care  
Lifestory  
Unit 3 Royal Court  
Church Green Close  
Kings Worthy  
Winchester  
SO23 7TW

Or: [legal@lifestory.group](mailto:legal@lifestory.group)

Your complaint will be acknowledged, and we will start our in-house complaints procedure within three working days.

Within fifteen days of registering your complaint, it will be investigated and we will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

If you remain unhappy, your subsequent complaint will be investigated and the Regional Managing Director will provide a written response outlining our final position and proposing resolutions where appropriate.

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP  
01722 333306  
[www.tpos.co.uk](http://www.tpos.co.uk) [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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