

Akers Property Consultancy Ltd

Complaints Handling Procedure

1. Purpose

This Complaints Handling Procedure outlines how Akers Property Consultancy Ltd will handle complaints received from clients, tenants, landlords, buyers, or any other parties in relation to the services we provide. Our aim is to resolve complaints quickly, fairly, and transparently, in accordance with The Property Ombudsman (TPO) Code of Practice.

2. Making a Complaint

If you are dissatisfied with any aspect of our service, please raise your concerns as soon as possible so we can address the matter promptly. Complaints can be made in writing by post or email to:

Complaints Officer: Bethan Akers

Email: bethan@akerspc.co.uk

Telephone: 07831 575508

Please provide:

- Your full name and contact details
- The property address (if applicable)
- A clear description of your complaint
- What outcome you are seeking

3. Stage One – Internal Investigation

Your complaint will initially be handled by the Branch/Department Manager or Complaints Officer. We will acknowledge receipt of your complaint within 3 working days. A full investigation will be carried out, and a formal written response will be provided within 15 working days of acknowledgement. If more time is needed, we will inform you in writing and provide an estimated timescale.

4. Stage Two – Senior Management Review

If you remain dissatisfied after receiving our Stage One response, you may request a further review by a Senior Manager or Director. This request must be made within 28 days of receiving the initial response. Your complaint will be reviewed, and a final written response will be issued within 15 working days. This will represent our final viewpoint letter.

5. Stage Three – The Property Ombudsman

If you are still not satisfied after receiving our final viewpoint letter, you may refer your complaint to The Property Ombudsman (TPO). You must do so within 12 months of our final response. TPO will only consider complaints once our internal procedure has been fully completed.

Contact details for The Property Ombudsman:

The Property Ombudsman Ltd
Milford House, 43–55 Milford Street
Salisbury, Wiltshire SP1 2BP
Tel: 01722 333306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

6. Record Keeping

All complaints are recorded and monitored to help us improve our services. Records of complaints and outcomes are kept for a minimum of six years.

7. Confidentiality

All complaints will be handled confidentially and in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

8. Continuous Improvement

We take all feedback seriously and use complaints as an opportunity to review our processes and improve our service delivery.