



## Complaints Procedure

At Home Property Sales Ltd, we value our customers and strive to provide the best possible experience. However, we understand that sometimes issues may arise. If you have a complaint about our website, products, services, or any other aspect, please follow our complaints procedure outlined below:

### 1. Submitting a Complaint:

Contact us directly: Send an email to [hello@homepropertysales.co.uk](mailto:hello@homepropertysales.co.uk) or call our office at 0116 221 4139.

### 2. Complaint Acknowledgement:

Once we receive your complaint, we will promptly acknowledge its receipt, usually within 48 hours.

Our acknowledgment will include the name of the person handling your complaint and their contact information.

### 3. Investigation and Resolution:

We will thoroughly investigate your complaint to understand the issue, gather relevant information, and determine a suitable resolution.

This process may involve reviewing any evidence you provide, consulting internal records, or contacting relevant departments.

We aim to resolve complaints as quickly as possible, but the timeframe may vary depending on the complexity of the issue. We will keep you informed of the progress.

### 4. Communication and Updates:

Throughout the investigation and resolution process, we will maintain open lines of communication with you.

We may request additional information or clarification during this stage to ensure a comprehensive understanding of your complaint.

We will provide regular updates on the progress of your complaint, including any actions taken or decisions made.

## **5. Resolution and Feedback:**

Once we have completed our investigation, we will communicate the resolution to you in a clear and transparent manner.

If the complaint is found to be valid, we will take appropriate actions to rectify the issue and prevent its recurrence.

We will seek your feedback on the resolution provided and ensure your satisfaction.

## **6. Escalation:**

If you are not satisfied with the resolution, you have the option to escalate your complaint or raise a dispute with The Property Redress Scheme.

Contact our complaints escalation point of contact, such as a supervisor or manager, by email or phone, providing details of your original complaint and reasons for escalation.

We will review your escalated complaint promptly and provide a further response or solution.

## **7. Documentation and Analysis:**

We will maintain a record of your complaint, including details of the issue, investigation, resolution, and any actions taken.

This documentation will help us analyse complaints patterns, identify areas for improvement, and make necessary changes to enhance our services and customer experience.

Please note that we treat all complaints seriously and handle them with confidentiality, sensitivity, and fairness. We appreciate your feedback and are committed to resolving any issues to your satisfaction.

Thank you for your understanding and cooperation.

Home Property Sales Ltd Complaints Team