

Complaints Procedure:

Here, at Changing Home we are committed to providing a professional and high-quality service to all our clients. However, we understand that things can sometimes go wrong. When this happens, we want to hear from you so that we can resolve your concerns as quickly and fairly as possible.

The following steps explain our complaints procedure, one that works for you.

Step 1: Please put your complaint into writing for us.

Email: jeremy@changing-home.co.uk

Include:

- Your name & contact details
- As much detail as possible
- Any supporting documents, along with relevant dates and property addresses.

Step 2: Acknowledgement of complaint

- We will send you written receipt of your complaint within three working days of receiving it.

Step 3: Investigation

- Your complaint will be fully investigated by a senior member of our team
- Within 15 days of receiving your complaint, a formal written outcome of our investigation will be sent to you.

Step 4: You

- If, at this stage, you are still dissatisfied with the resolution, you should contact us again, and we will arrange for a separate review by a different member of our team to be conducted.

Step 5: Our final Viewpoint

- We will respond with our final viewpoint letter regarding the matter

Step 6: Independent Review

- If you remain dissatisfied with our final response, or it has exceeded 8 weeks since your complaint was made and it is left unresolved, you may refer your complaint to either of our independent redress scheme:

Propertymark

Changing Home is a member of *Propertymark*.

Propertymark investigate complaints against their members where there is evidence an agent has breached their conduct and membership rules.

Arbon House

6 Tournament Court

Edgehill Drive

Warwick CV34 6LG

Phone: (+44) 1926 496 800

Email: help@propertymark.co.uk

Website: [The professional body for the property sector | Propertymark](#)

The property Ombudsman

Ultimately you may contact *The Property Ombudsman* to request an independent review. You must do this within 12 months of receiving our final view, and you should include any evidence to support your case.

The property Ombudsman requires that all complaints are addressed through this in-house complaints' procedure, before being submitted for an independent review.

The Property Ombudsman Limited

Milford House

43-45 Milford Street

Salisbury

Wiltshire

SP1 2BP

Phone: 01722 333 306

Email: admin@tpos.co.uk

Website: [The Property Ombudsman](#)