In-house complaints procedure

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

We will, 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.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Stage 1 – Your Complaint

Please put your complaint in writing, either by letter and address it to: Wentworth & Rose, 4a Albany Rd, Harborne, Birmingham, B17 9JX.
Or by email to **info@wentworthandrose.co.uk**.

Please include as much detail as possible, outlining all issues you would like considered, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged, and we will start our in-house complaints process within 3 working days of receiving your complaint.

Stage 3 – Our Investigation

Your complaint will be investigated, and Wentworth & Rose will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days of receiving your complaint.

Stage 4 – Our Final Investigation

If you remain unhappy, your subsequent complaint will be investigated and Wentworth & Rose will provide a written response outlining our final position and proposing resolutions where appropriate.

Stage 5 – The Property Ombudsman

Should you remain dissatisfied after receiving our final viewpoint letter, you can refer your complaint to:
If you are still not satisfied with our final viewpoint (or more than 8 weeks have elapsed since the complaint was first made), you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman
01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints be addressed through this in-house complaints procedure before being submitted for an independent review.