



## Complaints procedure

### Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled. This allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

### Residential Sales, Lettings & Property Management - making a complaint

Whether you are a Tenant who has yet to sign a Tenancy Agreement, a Landlord who has yet to enter into an Agreement with Glasshouse Properties, a Tenant of a Property we have let or a Landlord with whom we provide a Let Only or Full-Management Service, the complaints procedure is the same.

Please note that we may not be able to deal with complaints relating to general maintenance of a Property if you are a Landlord of our 'Let Only' service.

### Stage One – Manager

We receive very few complaints; however, we understand that sometimes things don't always go exactly to plan. If you believe you have a complaint to raise, we encourage you to attempt to resolve the situation with the member of our team with which you have been dealing.

Please feel free to pick up the phone and speak directly to the team member. If you feel uncomfortable doing this, the next best option is to write an email or letter to:

[joe@glasshouseproperties.com](mailto:joe@glasshouseproperties.com)

Glasshouse Properties  
Berrows Business Centre  
Bath Street  
Hereford  
HR1 2HE  
01432 483404

## **Stage Two – Joe Phillips or Emma Phillips, Directors**

If we are unable to resolve the situation at Stage 1, you may refer the case to the Director of Glasshouse Properties. We operate an honest and open business at Glasshouse Properties, and you should always feel that you can discuss your issues openly. We believe that the quicker the issues are addressed, the more effectively they can be resolved, so we would encourage you to progress to Stage Two within one month if you feel your complaint has not been dealt with at Stage One.

We will acknowledge your complaint within three working days and provide you with a written response within fifteen working days.

## **Stage Three – The Property Ombudsman**

After you have received our written response, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS).

Details of how to do this are contained in The Property Ombudsman Service (TPOS) consumer guide at: [www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within six months of the date of the written response. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaint's procedure has been exhausted.