



Complaints Procedure

Cheshire Property aims to provide the highest standard of service to all Landlords and Tenants, and Vendors and Buyers. However, if you do have a grievance with any part of our service please contact us so that we can ensure any issues are resolved immediately.

If you have a grievance with our office, please write to us outlining your grievance. This can be sent to our postal address or office email address, for the attention of The Manager.

Your complaint will be acknowledged in writing by letter or email, within 5 working days of receipt. The Manager will endeavour to conduct an investigation and liaise with you to resolve your complaint within 14 working days of receipt. If it will take longer than this to resolve matters, you will be advised in writing of revised response dates.

If you remain dissatisfied with the outcome of your complaint following The Manager's final decision in the final viewpoint letter, or if 8 weeks has lapsed since you first made the complaint, you can approach The Property Ombudsman.

Details of how to contact The Property Ombudsman will be contained within the final viewpoint letter, which is the final response to the complaint.

Please note that you must contact The Property Ombudsman within 12 months of the date of the final viewpoint letter.

The Property Ombudsman will not consider your complaint until you have followed the internal complaints procedure.

The Property Ombudsman does recommend paying any outstanding fees 'without prejudice' to avoid further action or late payment charges.

Information for The Property Ombudsman can be found online at www.tpos.co.uk or by emailing admin@tpos.co.uk