

Complaints Handling Policy

Our Commitment

Tri Property Fusion is committed to providing a high standard of service to all clients, landlords and tenants. If we do not meet expectations, we want to know so we can put things right and improve our service. As members of the **Property Redress Scheme (PRS)** and **Propertymark**, we operate a structured complaints procedure that complies with industry codes of practice. A copy of this procedure is available in our office and on our website, and we will supply it on request.

How to Make a Complaint

If you wish to complain, please contact us in writing so we have a clear record of your concerns. You can complain by email or post to:

- **Email:** mesh@tripropertyfusion.com
- **Phone:** 07776 117 358 – telephone complaints will be noted, but we will ask you to confirm your concerns in writing
- **Post:** Tri Property Fusion, 156 Ellingham View, Dartford, DA1 5UP

Please include:

- Your name and contact details
- The property address (if relevant)
- A clear description of what went wrong and when
- What you would like us to do to resolve the issue

If you need information in an alternative format (large print, audio, etc.) please tell us. We will also liaise with any properly authorised representative making a complaint on your behalf.

Stage 1 – Acknowledgement and Investigation

1. **Acknowledgement:** We will acknowledge your complaint in writing within **three working days** of receiving it. This meets The Property Ombudsman's Code of Practice requirement that all written complaints are acknowledged within 3 working days.
2. **Investigation:** A senior member of staff will investigate your complaint impartially. We may contact you to clarify points or request further

documentation. We aim to complete our investigation and send you a **formal written response within 15 working days** of the date of your original complaint.

3. **Outcome:** Our response will explain the findings of our investigation, any redress we believe is appropriate (such as an apology, corrective action or compensation), and how to move to Stage 2 if you remain dissatisfied.

Stage 2 – Internal Review

If you are not satisfied with our Stage 1 response, please let us know within **15 working days** of receiving it. Your complaint will then be escalated to a director or senior manager who has not previously been involved.

1. We will acknowledge your request for a review within three working days.
2. A thorough review of the Stage 1 handling will be conducted. We aim to send you our **final viewpoint letter within 15 working days** of your escalation request. This letter will set out our final position on the matter and explain any further redress being offered.

Stage 3 – Referral to the Property Redress Scheme (PRS)

After you have received our final viewpoint letter, or **if eight weeks have passed** since you first wrote to us and the matter has not been resolved, you can refer the complaint to our redress scheme. The Property Ombudsman's consumer guide requires members to make the redress scheme details available and confirms that consumers may refer complaints after eight weeks or after receiving a final response. You have **12 months** from the date of our final viewpoint letter to refer your complaint.

Property Redress Scheme contact details:

- **Website:** <https://www.theprs.co.uk/Consumer>
- **Email:** complaints@theprs.co.uk
- **Post:** Property Redress Scheme, Premiere House (1st Floor), Elstree Way, Borehamwood, WD6 1JH

The PRS is a free and impartial service approved by the government. They will require a copy of our file, your complaint and our responses, so please keep all correspondence.

Other Relevant Contacts

- **Propertymark:** If your complaint relates to professional conduct and you remain dissatisfied after following our internal procedure, you may also contact Propertymark. Propertymark cannot award compensation but can review compliance with their Conduct and Membership Rules. Email: compliance@propertymark.co.uk; Post: Regulation, Propertymark, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.
- **Trading Standards:** Serious breaches of legislation can be reported to your local Trading Standards service.

Record Keeping

All complaints and related correspondence are recorded and kept for **six years**, in line with The Property Ombudsman's Code of Practice. We analyse complaint data annually to improve our service.

Staff Training

We ensure all staff are trained in complaint handling and customer service. Refresher training is delivered at least once per year and whenever this policy is updated.

Confidentiality

All complaints are handled in accordance with data protection legislation. We will not disclose personal information without your consent unless legally required.