



In House Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible. If you have a complaint, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Stage 1 - Your complaint

Please put your complaint in writing either by letter or email and address it to **Dave Petersen, director and office manager**. Please include as much detail as possible, including dates, names of any members of staff you dealt with and where you are able to enclosing/attaching any supporting evidence.

929 Spring Bank West,

Hull, HU5 5BE

Email: dave@peregrine-property.co.uk

Stage 2 - Our acknowledgment

Your complaint will be acknowledged and we will start our in house complaints process.

Timescale: Within 3 working days of receiving your complaint

Stage 3 - Our investigation

Your complaint will be investigated and **Dave Petersen** will provide a formal written response addressing your specific complaints and proposing resolutions were appropriate

Time scale: Within 15 working days of receiving your complaint

Stage 4 - Final viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by **Dave Petersen**. This will outline our final viewpoint

Time scale - within 15 working days of receiving your request for a further review

Stage 5 - The Property Ombudsman

If our final viewpoint letter does not resolve matters (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from the Property Ombudsman without charge.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury, SP1 2BP

01722 333306// www.tpos.co.uk // admin@tpos.co.uk

Time scale - you must refer your complaint to the Ombudsman within 12 months of receiving our final

If we haven't addressed your complaints within 8 weeks, you can refer your complaint to the Ombudsman. No charge will be made for any complaint we handle.



Peregrine Property is a trading name of Elgar Property services Ltd Registered in England: 11729763



01482 506161



info@peregrine-property.co.uk



peregrine-property.co.uk



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Dear (Complaints name),

RE: (property address)

Thank you for your email/letter dated **[date]**. I acknowledge receipt of your complaint and **Peregrine Property** will provide a formal written response to your complaints by **[date]**. Should I need more time to investigate the issues raised, I will contact you to explain why.

Yours sincerely,

Dave Petersen
Director and Office Manager



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Dear (Complaints name),

RE: (property address)

Thank you for your email/letter dated **[date]**, raising your complaint to us.

Having considered your complaint letter, I understand your specific complaints to be:

- **A**
- **B**
- **C**
- **D**

Based on the evidence available to me, I have concluded that...

Please explain the company's position with regard to the complaints listed above. Include any resolution where possible.

You may like to enclose supporting evidence of your argument if appropriate.

I hope this resolves the issues above. Should it be the case you are dissatisfied with this response you may escalate your response to **Dave Petersen** who will conduct a separate review of your complaint within 15 working days of you escalating this to us.

Yours sincerely,

Dave Petersen,
Director and Office Manager



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Dear (complaints name),

RE: (property address)

Thank you for your email/letter dated **[date]**, in response to our initial investigation into your complaint.

We are sorry you are not satisfied with the outcome of our initial investigation. Your complaint will be independently investigated by **Dave Petersen**. This review will result in a final viewpoint letter/deadlock letter. **[?] delete if not final stage**. This will be provided to you by **[date]**.

Yours sincerely,

Dave Petersen,

Director and Office Manager



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Dear (complaints name),

RE: (property address)

Thank you for your email/letter dated **(date)**, in response to our initial investigation into your complaint. I understand that you remain dissatisfied with our position. Having thoroughly considered the correspondence to date, I understand your specific complaints to be:

- **A**
- **B**
- **C**
- **D**

Based on the evidence available to me, I have concluded that...

Explain the company final position with regards to the complaints listed above. You may like to enclose supporting evidence of your argument if appropriate.

This represents the final viewpoint of **Peregrine Property**. I hope that I have been able to resolve the matter to your satisfaction. If however, you remain dissatisfied, you have the right to refer your complaint to the Property Ombudsman, details of which can be found below.

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, SP1 2BP
0177 33 306 // admin@tpos.co.uk // www.tpos.co.uk

Please be aware that you have up to **12 months** from the date of this email/letter to refer your complaint to the Ombudsman in writing, although it is preferable that you do so as soon as possible if you wish to pursue this matter further. I have enclosed The Property Ombudsman's consumer guide leaflet for your information.

Yours sincerely,

Dave Petersen

Director and office manager



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