



Complaints Procedure

Chamberlains prides itself on the level of its customer service. However, occasionally things can go wrong, and you may need to complain. If you feel you would like to make a complaint please follow our complaints procedure.

Information for Customers

Chamberlains is a member of The Property Ombudsman (TPOS) and as such aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process in place. The aim of this process is to resolve any issues or concerns as quickly as possible, although in the majority of cases we hope that matters such as these are resolved at branch level.

Stage One – Branch/Department Manager

All complaints should, in the first instance, be directed to the Manager of the Branch or Department you have been dealing with. Your complaint will need to be in writing. He or she will endeavour to resolve your complaint immediately, and no later than five working days of the first notification.

Stage Two – James Cooper, Director

If a complaint is not satisfactorily dealt with by the Branch/Department Manager, you will need to write to James Cooper (a director of the company) and explain why you are not happy with the reply from the branch manager. He will look at the stage one response and your complaint and investigate, he will reply to you in writing within 5 working days.

Stage Three – Michael Foundly, Director

If you remain dissatisfied, you may then further your complaint, which must be in writing, to Michael Foundly, the owner of Chamberlains. You must write within one month of receiving the Stage 1 response. Your complaint will be acknowledged within three working days of receipt of your letter and a full written response will be given within 15 working days.

Stage Four – The Property Ombudsman

After you have received a response from the owner of Chamberlains, you may approach the Ombudsman if you are not satisfied with the response given. Details of how to do this are contained within The Property Ombudsman Consumer Guide or online at <https://www.tpos.co.uk> Please note that you must do so within six months of the date of the final letter. The Property Ombudsman will not consider your complaint until our internal complaints process has been completed.