Complaints Procedure

We always strive to maintain exemplary standards of customer service, but we understand that things can go wrong from time-to-time. If your concern has not been dealt with informally please use the below as a guide for our formal complaints process. We ask that all formal complaints be put in writing to assist investigation and response.

To allow us to resolve any issues as quickly and efficiently as possible, follow our complaint procedure as laid out below, using our Complainant Form to help.

Stage 1 – Property Advisor/Accounts Assistant	
Accounts/Maintenance Complaint Property Advisor/Accounts Assistant Lettings/Sales Complaint Property Advisor	All complaints should, in the first instance, be directed to the Property Advisor or Accounts Assistant you have been dealing with. Your complaint will be acknowledged within 3 working days of receipt and following a full investigation you will receive a written response within 15 working days.
Stage 2 –Accounts Manager/Senior property advisor	
Accounts Manager or Senior Property Advisor Senior Property Advisor or Sales Branch Manager	Should the concerns raised still remain, or if you are dissatisfied with any aspect of our handling of the complaint at Stage 1, you may escalate the complaint by writing to the relevant manager, details of which will be provided in our response at Stage 1
Stage 3 – Maintenance manager/Sales Director/Operations – Company Final Viewpoint	
Maintenance Manager Operations or Sales Director	Should the concerns raised still remain, or if you are dissatisfied with any aspect of our handling of the complaint at Stage 2, you may escalate the complaint by writing to the relevant Head of Lettings or Sales Director, details of which will be provided in our response at Stage 2 We will acknowledge your escalated complaint within 3 working days. A full review of the complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of the concerns. Within 15 working days from receipt of the escalation, the findings and recommendations will set out, in writing, as a 'final viewpoint' on how it is believed the complaint can be resolved.
Stage 4 – The Property Ombudsman	
After you have received the company's final viewpoint, as outlined above, and are still not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final view point letter alongside a link to the TPOS consumer guide at www.tpos.co.uk. If you wish to contact TPOS, it must be done within 12 months of the date of the final viewpoint letter. It is also important to note that TPOS will not consider a complaint until our internal complaints procedure has been exhausted.	

Please use our complainant form to assist you

Complainant Form

Lead Complainant Details

Full Name:	Address of concern:
Email:	Telephone:
Correspondence Address (if different from above):	

Complaint Details

Brief Summary of complaint:

What resolution to the complaint are you seeking?

Details of Specific Complaints (please include information such as dates, names and any losses incurred):
1.
2.
3.
4.

5.

Should you need to provide additional information please use the below space. If there are other complainants please include their details here. Please provide relevant evidence regarding your complaint, such as photos, by attaching them to your response:

Once completed please send this form along with relevant evidence to the appropriate respondent according to the complaints procedure.

Stage 1 Respondents:

Maintenance complaints: maintenance@cpshomes.co.uk / Accounts complaints: roath@cpshomes.co.uk

Sales complaints: sales@cpshomes.co.uk / All other complaints: enquiries@cpshomes.co.uk