



# Complaints Handling Procedure

## Home County Rentals: Internal Complaints Handling Procedures

At Home County Rentals we pride ourselves on providing a first class customer service. However, in the event that you are dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), as detailed below:

Home County Rentals is a member of The Property Ombudsman Scheme (TPOS); the Ombudsman Services: Property (OS:P); the Property Redress Scheme (PRS) and Propertymark. By belonging to these organisations, we are required to follow strict professional standards.

### Stage One - Office & Property Manager

All complaints need to be made in writing and addressed to the Office Manager. Your letter will be acknowledged within 3 working days and you will receive a response within 7 working days.

Contact details:

Mr Henry Staff  
22 South The Foresters  
Harpenden  
Hertfordshire  
AL5 2FB

Email: [henrys@homecountyrentals.co.uk](mailto:henrys@homecountyrentals.co.uk)

We aim to resolve all complaints during this initial stage. However, if you remain dissatisfied, you will need to progress your complaint through stage two as detailed below.

### Stage Two - Company Director

If you feel that we have not satisfactorily resolved your concerns through the stage one process and you wish to progress your complaint, you need to write to the Company Director within 28 days of receiving your stage one response. Your correspondence will be acknowledged within 3 working days and you will receive a full written response within 15 working days, which will include a final Viewpoint letter.

Contact details:

Mrs Elizabeth Sibley  
22 South The Foresters  
Harpenden  
Hertfordshire  
AL5 2FB

Email: [lizs@homecountyrentals.co.uk](mailto:lizs@homecountyrentals.co.uk)

Mrs Elizabeth Sibley (sole trader) trading as Home County Rentals.

Registered offices: 22 South The Foresters, Harpenden, Hertfordshire, AL5 2FB

Tel: 01582 761666  
Email: [info@homecountyrentals.co.uk](mailto:info@homecountyrentals.co.uk)  
Website: [www.homecountyrentals.co.uk](http://www.homecountyrentals.co.uk)

### **Stage Three - The Property Ombudsman Scheme/the Ombudsman Services: Property**

In the event that you remain dissatisfied on receipt of the Final Viewpoint letter, we would suggest you contact the Ombudsman.

#### **The Property Ombudsman Scheme:**

TPOS Complaints  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333 306  
Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
Website: [www.tpos.co.uk](http://www.tpos.co.uk)

#### **Ombudsman Services: Property**

OS:P Complaints  
The Brew House  
Wilderspool Park  
Greenall's Avenue  
Warrington  
WA4 6HL

Telephone: 0330 440 1634  
website: [www.ombudsman-services.org/property](http://www.ombudsman-services.org/property)

#### **The Property Redress Scheme:**

PRS Complaints  
Kingmaker House  
Station Road  
Barnet  
Hertfordshire  
EN5 1NZ

Telephone: 0208 275 7131  
email: [info@theprs.co.uk](mailto:info@theprs.co.uk)  
website: [www.theprs.co.uk](http://www.theprs.co.uk)

*Please be aware that the Ombudsman will not consider your complaint until you have been through our internal complaints procedure.*

### **Stage Five – Propertymark**

Once the Ombudsman has concluded his investigation you may forward your complaint to Propertymark which is the regulatory function of the NAEA, ARLA, and NAVA.

You will need to submit your complaint to Propertymark within six months of the Ombudsman's final review. You should include a copy of the Ombudsman's review, a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist with the assessment of your complaint.

#### **Propertymark**

Arbon House  
6 Tournament Court  
Edgehill Drive  
Warwick  
CV34 6LG

Email: [complaints@propertymark.co.uk](mailto:complaints@propertymark.co.uk)  
website: [www.propertymark.co.uk](http://www.propertymark.co.uk)

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