



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 - 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:

Sally Hawthorne
22 South The Foresters
Harpenden
Hertfordshire
AL5 2FB

Email: 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:

Elizabeth Sibley
22 South The Foresters
Harpenden
Hertfordshire
AL5 2FB

Email: 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

Website: 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
Website: 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

The Property Redress Scheme:

PRS Complaints
Kingmaker House
Station Road
Barnet
Hertfordshire
EN5 1NZ

Telephone: 0208 275 7131
email: info@theprs.co.uk
website: 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
website: www.propertymark.co.uk

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