



## **Your Move Property@Cumbria Ltd Complaints Process**

### **Making a complaint**

#### **Residential Sales – Residential Lettings**

Your Move Property@Cumbria Ltd is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded we have the following complaints process in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at branch level.

#### **Stage One – Residential – Branch Manager. Lettings – Lettings Manager**

Complaints should, in the first instance, be directed to The Branch Manager for Your Move Property@Cumbria Ltd. Once received your letter will be acknowledged within 3 working days and you will receive a response within 15 working days from receipt of your letter.

#### **Stage Two – Liz Bolger - Director**

If, after you have dealt with the Branch Manager, you remain dissatisfied you may address your concerns, in writing, to Liz Bolger. Once received your letter will be acknowledged within 3 working days and you will receive a response within 15 working days from receipt of your letter.

The address to write to is:

YOUR MOVE Property@Cumbria Ltd Complaints  
31 – 33 Fisher Street  
Carlisle  
Cumbria  
CA3 8RF

Or email: [Liz.bolger@your-move.co.uk](mailto:Liz.bolger@your-move.co.uk) – **Marked Complaints Stage 2**

#### **Stage Three – The Property Ombudsman and/or Property Mark**

The Property Ombudsman

If you still remain dissatisfied with the outcome of your complaint after dealing with the local Branch/Lettings Manager, once you have received a Final Viewpoint letter from Liz Bolger, you may approach the Property Ombudsman.

Details of how to contact the Property Ombudsman will be contained within the Final Viewpoint letter sent as the final response to your complaint. Information can also be found online at [www.tpos.co.uk](http://www.tpos.co.uk). For your information:



- You must make your complaint to the Property Ombudsman within 12 months of the date of our Final Viewpoint letter.
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our Final Viewpoint letter.
- The Property Ombudsman recommends paying any outstanding fees on a "without prejudice" basis to avoid late-payment charges and/or further action.

## Property Mark

- If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. Go to the Propertymark website to download a complaint form.
- Propertymark investigate complaints against their members where there is evidence an agent has breached their Conduct and Membership Rules. Examples of this include, but are not limited to, misuse of client money, failure to uphold high standards of ethical and professional practice, and failure to answer correspondence. 01926 496 791 [compliance@propertymark.co.uk](mailto:compliance@propertymark.co.uk) [propertymark.co.uk/professional-standards/complaints](https://propertymark.co.uk/professional-standards/complaints)

PROPERTYMARK PROTECTION Look for the logos that mean your money is protected, ensures complaints are dealt with and guarantees agents are independently regulated.



[propertymark.co.uk/find-an-expert](https://propertymark.co.uk/find-an-expert)