

## **PROCEDURE FOR HANDLING CLIENT COMPLAINTS**

We are PSSE Portfolio Management Limited, trading as TMS Estate Agents. We are committed to providing a professional service to all our clients. If things go wrong, we need you to tell us about them. This will help us to improve our service going forward and resolve issues as soon as possible. If you have a complaint, please put this in writing to us, by letter or via email. We will then acknowledge and respond in line with the timescales and stages set out below.

### **Stage 1—Your Complaint**

Please put your complaint in writing, either by letter or email and address it to:

Melissa Friend, Senior Branch Manager

or

Michelle Palmer, Lettings & Sales Portfolio Manager

Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to, please enclose/attach any supporting evidence.

TMS Estate Agents, Head Office, Kent Innovation Centre, Millennium Way, Broadstairs,  
CT10 2QQ

Email: [melissa@tmsestateagents.com](mailto:melissa@tmsestateagents.com) or [michelle@tmsestateagents.com](mailto:michelle@tmsestateagents.com)

### **Stage 2—Our Acknowledgement**

Your complaint will be acknowledged within 3 working days of receiving your complaint and we will start our in house complaints process.

### **Stage 3—Our Initial Investigation**

Your complaint will be investigated. We will provide a formal written response, within 15 working days of receiving your complaint, addressing your specific complaints and proposing resolutions where appropriate.

### **Stage 4—Our Final Investigation**

If you are not satisfied with the outcome of our initial investigation your complaint will be independently investigated by one of the Directors, either Vicki Andrews or Max Andrews. This review will result in a final viewpoint letter, within 15 working days of receiving your further complaint.

### **Stage 5—The Property Redress Scheme**

Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to the Ombudsman: [info@theprs.co.uk](mailto:info@theprs.co.uk) or 0333 321 9418 (9.00am to 5.30pm Monday-Friday).

### **Property Redress Scheme**

**Premiere House, 1st Floor,**

**Elstree Way,**

**Borehamwood,**

**WD6 1JH**

You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter. If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.

No charge will be made for any complaint we handle.

Please note that working days are calculated on a Monday to Friday basis, public holidays and company closures are excluded from this calculation.