



Complaints Procedure

As a firm accredited by SafeAgent, Sinclair Property Developments Ltd (T/A Sinclair Properties) aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write to The Manager, including as much detail as possible. We will then respond in line with the timeframes set out below.

We will write to acknowledge your complaint within 3 working days of receipt.

Your complaint will be investigated by the Manager, in conjunction with any other staff you have dealt with. A formal written outcome to our investigation will be sent to you within 15 working days of receipt of the original complaint.

If, at this stage, you are still not satisfied, you should contact us again and there will be a separate review of the matter by a senior member of staff.

we will write to you within 15 working days of receipt of your request for a review, confirming our final stance on the matter.

If you are not satisfied with our final viewpoint, or more than 8 weeks has elapsed since the complaint was first made, you can refer the matter to The Property Ombudsman (TPO) (contact details below).

You will need to submit your complaint to TPO within 12 months from the date of our final viewpoint, including any evidence.

TPO requires that all complaints are addressed through the above in-house procedure before being submitted to TPO.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury SP1 2BP. 01722 333306 admin@tpos.co.uk www.tpos.co.uk.