

Northern Etchells Homes

Independent Estate Agents

53a Church Road, Gatley, Stockport, SK8 4NG. 0161 498 0049.

Complaint procedure Of Northern Etchells Homes Limited

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. To ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to: Estate Agency

Residential Estate Agency - making a complaint

Stage One - Branch Manager

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

Stage Two - Area/Regional Partner

If you remain dissatisfied, you may then further your complaint in writing to the Managing Director Amanda Burns at 53a Church Road, Gatley, Stockport, SK8 4NG.

Your escalation will be acknowledged within three working days of receipt and the Area/Regional Partner will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

Stage Three - The Property Ombudsman

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.

Yours sincerely

Amanda Burns
Northern Etchells Homes

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