

Complaints Handling Policy

We are a firm regulated by Trading Standards and the Property Ombudsman and therefore we have two stages to the Complaints Handling Procedure:

- Consideration of the complaint by a senior member of the firm or the firm's designated complaints handler.
- If the complaint cannot be resolved, referral to an independent third party with the authority to award redress.

All complaints made will be logged

Stage one

We have appointed MR G Smith to deal with your complaint. If you have a question, or if you would like to make a complaint, please do not hesitate to contact him.

Mr G Smith
GLS Properties Ltd, 83-85 Dean Road, Scarborough, YO12 7QS

If you have initially made your complaint verbally - whether face-to-face or over the phone - please also make it in writing, addressed to the above. This is to ensure that we fully understand exactly what your complaint is and have a written record of it.

We will acknowledge the complaint within 7 days and will consider your complaint as quickly as possible. We will provide you with a full response or, if that is not possible, an update on what is happening with your complaint, within 28 days.

The first stage of our complaints handling procedure will involve full consideration of your complaint by Mr G Smith on behalf of GLS Properties Limited. We will try to resolve the complaint to your satisfaction. If you are happy with the outcome of the investigation into your complaint, the matter will conclude.

Stage two

If we cannot agree on how to resolve the complaint then you will have the opportunity to take your complaint to the final stage of our complaints handling procedure, which is The Property Ombudsman.

The Property Ombudsman
Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire, SP1 2BP
<https://www.tpos.co.uk/>
Tel 01722 333306