



Robsons Northwood LLP

Complaints Procedure

- As a member of The Property Ombudsman (TPO), we aim to provide the highest standard of service to all customers and clients, in line with their Code of Practice. One of the requirements of our membership of TPO is that we have a process for assessing complaints about our service, appropriate to our firm's size and structure.
- All branch staff will deal with the normal day to day problems on a one to one basis but once a formal complaint as such has been raised, i.e. "I am not satisfied with the standard of your work/conduct/behaviour etc and I wish to make a formal complaint", then at that stage you will be requested to put your complaint in writing, setting out your concerns by reference to any related documents, i.e. terms of business, and send it to salescomplaint@robsonswb.com

We will then respond in line with the timeframes set out below. If you feel we have not sought to address your complaint within eight weeks you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

- The grievance letter will be acknowledged promptly, within three working days of receiving it, enclosing a copy of this procedure. The complaint will be investigated in accordance with established 'in-house' procedures and a reply sent to you within 15 working days of receipt of the original letter. You will be invited to make any comments that you may have in relation to this response.
- Subsequently, if you remain dissatisfied with the way we have handled your complaint, please write legal@robsonswb.com

This complaint will be acknowledged within 3 working days of receipt and an investigation undertaken. A formal written outcome of the investigation will be sent to you within 15 working days expressing Robsons' final view.

- If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge. Their details are as follows:

The Property Ombudsman

Tel: 01722 333 306

Email: Admin@tpos.co.uk

Website: www.tpos.co.uk

Other Important Details:

- We will keep you informed of progress and let you know if we need more time.
- In accordance with The Property Ombudsman (TPO) scheme, we will only investigate complaints that are raised within 12 months of the issue arising. Complaints submitted outside this period will not be eligible for investigation.

Making a Complaint

The Property Ombudsman (tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure before being submitted for an independent review.

The Property Ombudsman will arrange for your complaint to be assessed by an external Independent Case Examiner in line with their criteria and procedures.

As we are members of the TPO and abide by the TPO code of practice, you agree that we may disclose information relating to the property transaction. If you have registered a complaint, you further agree that we may disclose your contact details to TPO to assist in their monitoring of our compliance with the Code of Practice.

- For the avoidance of doubt opinions of price for marketing purposes are not formal valuations
- We will endeavour to respond to you within the time periods stated but circumstances may arise when it is not possible for us to complete our enquiries within these time limits.
- This may arise when staff or other persons are unavailable due to illness or are absent on leave. In these circumstances we will advise you of the position and do everything reasonably possible to expedite the matter.

Propertymark

We are members of Propertymark.

If you feel your complaint has not been satisfactorily dealt with by ourselves and the redress scheme, you can send your complaint to Propertymark. A complaint form can be found on the Propertymark website.

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.

Tel: 01926 496 791

Email: compliance@propertymark.co.uk

Website: propertymark.co.uk/professional-standards/complaints

Last Updated: December 2025