

## Information for Customers

### Making a Complaint

Red Key Property Services is a member of ARLA (Association of Residential Letting Agents) and voluntary member of The Property Ombudsman Scheme (TPO) for Lettings and we aim to provide the highest standards of services to all our customers. To ensure that your interests are safeguarded we have the following complaints procedure in place.

The aim of this process is to resolve all customer issues or concerns as quickly as possible. In the majority of cases we hope that any issues can be resolved quickly and amicably to customers' satisfaction at Manager Level.

### Stage One – Manager

Complaints should, in the first instance, be directed in writing to the Branch Manager you have been dealing with. They will acknowledge receipt of your letter within 2 working days and will endeavour to liaise with you quickly and resolve your complaint as soon as possible with a written response being sent back to you no later than 5 working days from receipt of your initial letter.

### Stage Two – Managing Director

Should you remain dissatisfied following the response from the Branch Manager you may address your concerns in writing to the Managing Director at the following address:

The Managing Director  
Red Key Property Services  
21 Bridge Street, Newport NP20 4AN

Once received you will receive an acknowledgement within 3 working days (excluding weekends and public holidays) and you will receive a written response within 15 working days from receipt of your letter. If longer is required the complainant will be notified in writing with an explanation and an indication of timescale as to when the response will be received. The letter sent at this stage will represent the "final view" of the Company in response to your complaint.

### Stage 3 – The Property Ombudsman

After you have received a response from the Managing Director and if you are still unhappy with the proposed resolution to your complaint you may approach the Property Ombudsman Service.

The contact details for The Property Ombudsman Scheme are as follows:

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk), website: [www.tpos.co.uk](http://www.tpos.co.uk) or post:  
TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

#### Please Note:

- You must contact the Property Ombudsman within 12 months of receiving the Final Viewpoint Letter
- The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted.