**Complaints Procedure**

**We are committed to providing our clients with a professional service, if something does go wrong, we need to be told about this as it will always help us to improve our services and standards in the industry.**

**Stage One – Complaint to Partner**All complaints should, in the first instance, be directed to one of the Partners at the office you have been dealing with, please address your complaint or concerns in writing. They will endeavour to resolve your complaint as soon as possible, otherwise no later than fourteen working days from when they received notification of the issue.

We ask for either emails or letters to be sent to

Elite Property Management

46 Stoke Road

Gosport

PO12 1HX

 Or

admin@aspiregosport.co.uk

If you send an email or letter, we will acknowledge this within 3 working days and attach the complaints procedure for your information. If you do not receive an acknowledgement response especially when sending emails, please send it again.

We will then investigate your grievance and check all relevant information.

We will then send you a formal response, within the set out 15 working day period from the initial acknowledgement letter.

**Stage Two – 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](http://www.tpos.co.uk)

 017222 333 306
The Property Ombudsman ltd

Milford House

43-45 Milford Street

Wiltshire

SP1 2BP

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.