

North Wall Property

Complaints Procedure

North Wall

We take complaints extremely seriously. Customer experience is at the heart of our mission, and we aim to take steps to rectify any procedure that has caused dissatisfaction with our customers.

We are members of The Property Ombudsman (registration number T04041), and adhere to their compliance guidelines and complaints process.

Our complaints process is as follows:

Stage 1

Please send all complaints to us in writing (by post or email). We will acknowledge your complaint within 3 working days. Your complaint will be investigated, and we will endeavour to resolve your complaint as soon as possible. Otherwise no longer than 5 working days. The investigation outcome and resolution to your complaint will be sent in writing.

Stage 2

If you remain dissatisfied, you can escalate your complaint to the second stage. At this stage your complaint will be reviewed. We will acknowledge your complaint within 3 working days, and you will receive a final written response within 10 working days.

Our address is:

North Wall Property, 86 Liverpool Road South, Maghull, L31 7AG

Tel 0151 804 4303

Email hello@northwallproperty.com

In the unlikely event that you are dissatisfied with our proposed resolution, you may then refer your complaint to **The Property Ombudsman**.

Details of how to do this will be sent to you with our final view.

Please note you must refer your complaint to the Ombudsman within 12 months of receiving our final view. The Ombudsman will only investigate complaints once our internal complaints procedure has been exhausted and you have received our final view letter.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, SP1 2BP

Email - admin@tpos.co.uk

Contact number - 01722333306

Website - www.tpos.co.uk

We apologise for any inconvenience caused and will investigate the matter fully.