



## Complaints procedure

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### Information for Customers

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

You may find below our guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

## **Residential Estate Agency - making a complaint**

### **Stage One – Property Manager**

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation with the member of our team you have been dealing with, alternatively your concern should be directed to the property manager, Laura Maclean. She will acknowledge receipt of this within three working days and endeavour to resolve your complaint as soon as possible but no later than fifteen working days from when notification of the issue was received.

Laura Maclean  
Property Manager  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[laura@tailormademoves.co.uk](mailto:laura@tailormademoves.co.uk)  
01463 233218

### **Stage Two – Firm Directors**

If you remain dissatisfied, you may then further your complaint in writing to the Directors of the firm, Karine MacRae Simpson and Morna Eadie. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Directors will work with you to try and resolve any issues raised as promptly as possible. Within fifteen working days the Directors will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Karine MacRae Simpson  
Director  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[karine@tailormademoves.co.uk](mailto:karine@tailormademoves.co.uk)  
01463 233218

Morna Eadie  
Director  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[morna@tailormademoves.co.uk](mailto:morna@tailormademoves.co.uk)  
01463 233218

### **Stage Three - The Property Ombudsman**

Once you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS), contact details below:

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

01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

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.

## **Residential Lettings & Property Management - making a complaint**

We have two complaints processes, depending on the matter that needs resolving:

- If you have yet to enter into a tenancy, you wish to raise an issue relating specifically to a branch, or are a customer of a Let Only service (rental and maintenance matters are dealt with between landlord and tenant solely), please follow the **Branch Complaints Process**.
- If you are a customer of our Full Management or Rent Collection services, please follow the **Property Management Complaints Process**.

*Please note that we may not be able to assist with complaints relating to maintenance if you are a customer of our Rent Collection or Let Only services.*

### **Stage One – Portfolio Manager**

We receive very few complaints, however we understand that sometimes things don't go exactly to plan and occasionally go wrong. If this occurs, we encourage you to try and resolve the situation with the member of our team you have been dealing with, alternatively you may contact Innes Simpson, Portfolio Manager. He will acknowledge receipt of this within three working days and endeavour to resolve your complaint as soon as possible but no later than fifteen working days from when notification of the issue was received.

Innes Simpson  
Portfolio Manager  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[innes@tailormademoves.co.uk](mailto:innes@tailormademoves.co.uk)  
01463 233218

### **Stage Two – Firm Directors**

If we are unable to resolve the situation at Stage 1, you may refer the case to the Directors of the firm, Karine MacRae Simpson and Morna Eadie. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Directors will work with you to try and resolve any issues raised as promptly as possible. Within fifteen working days the Directors will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Karine MacRae Simpson  
Director  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[karine@tailormademoves.co.uk](mailto:karine@tailormademoves.co.uk)  
01463 233218

Morna Eadie  
Director  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[morna@tailormademoves.co.uk](mailto:morna@tailormademoves.co.uk)  
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## Lettings Branch Complaints Process

### Stage One – Portfolio Manager

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Innes Simpson  
Portfolio Manager  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[innes@tailormademoves.co.uk](mailto:innes@tailormademoves.co.uk)  
01463 233218

### Stage Two – Firm Directors

If we are unable to resolve the situation at Stage 1, you may refer the case to Directors of the firm, Karine MacRae Simpson and Morna Eadie. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage 1.

Your escalation will be acknowledged within three working days of receipt and the Directors will work with you to try and resolve any issues raised as promptly as possible. Within fifteen working days the Directors will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

Karine MacRae Simpson  
Director  
Tailormade Moves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[karine@tailormademoves.co.uk](mailto:karine@tailormademoves.co.uk)  
01463 233218

Morna Eadie  
Director  
Tailormademoves Ltd  
The Greenhouse  
Beechwood Business Park  
Inverness  
IV2 3BL

[morna@tailormademoves.co.uk](mailto:morna@tailormademoves.co.uk)  
01463 233218

### **Stage Three – The Property Ombudsman**

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