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Letting & Property Management

Complaints Handling Procedure

England · Effective May 2026

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Policy Statement

We are committed to providing a professional, transparent, and high-quality service to all clients and customers. If our service does not meet the expected standard, we encourage you to inform us so that we can address the issue promptly and fairly.

We take all complaints seriously and view them as an opportunity to improve the services we provide.

Where appropriate, we will make reasonable adjustments to assist consumers who may be disadvantaged due to circumstances such as age, disability, health conditions, bereavement, language barriers, financial hardship, or where English is not the individual's first language.

This procedure complies with the requirements of The Property Ombudsman (TPO) redress scheme.

Membership Number: T13339 · Branch ID: T13339-0

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Definition of a Complaint

A complaint is defined as an expression of dissatisfaction, whether verbal or written, relating to the service provided by our company or a member of our staff, where a formal response is required.

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How to Submit a Complaint

Complaints should preferably be made in writing and should include sufficient detail to allow us to investigate the matter fully. Please include:

- Your full name and contact details
- Property address (where applicable)
- A clear description of the complaint
- Your expectations as to how you would like the complaint to be resolved
- Relevant dates and details of events
- Copies of any supporting documentation or evidence

Complaints may be submitted by email or post to our office.

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Our Three-Stage Process

STAGE ONE

Acknowledgement

Upon receipt of your complaint we will acknowledge it in writing within three (3) working days and provide you with a copy of this Complaints Handling Procedure.

STAGE TWO

Investigation

Your complaint will be investigated by the Office Manager or another appropriate member of management, who will:

- Review all relevant documentation and correspondence
- Speak with the member of staff involved where necessary
- Assess whether our service met the required professional and regulatory standards

We aim to provide a formal written response within fifteen (15) working days of receiving the complaint. If additional time is required, we will inform you and provide an updated timeframe.

STAGE THREE

Internal Review

If you remain dissatisfied following our Stage Two response, you may request an internal review. The complaint will be reviewed by a senior member of staff or company director, who will conduct a full review of the investigation and response.

We will provide our final written response within fifteen (15) working days of receiving your request for review. This will clearly set out our final viewpoint on the matter.

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Independent Redress

If you remain dissatisfied after receiving our final response, or if eight (8) weeks have passed since the complaint was first raised, you may refer the matter to our independent redress scheme:

ORGANISATION	The Property Ombudsman (TPO)
EMAIL	admin@tpos.co.uk
TELEPHONE	01722 333 306
WEBSITE	www.tpos.co.uk

You must submit your complaint to the Ombudsman within twelve (12) months of receiving our final viewpoint and include any relevant supporting evidence.

The Ombudsman requires that all complaints are first addressed through our internal complaints procedure before they can be considered for independent review.

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Record Keeping

We maintain a record of all complaints received, including details of the investigation and outcomes. These records are retained in accordance with our internal record management and Data Protection Act 2018 requirements.

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Continuous Improvement

Complaints are reviewed periodically to identify trends and areas where service improvements may be required. Where appropriate, corrective actions, procedural updates, or staff training will be implemented to improve our service standards.

