

## Internal Complaints Handling Procedures

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Here at Bishop SureLets we pride ourselves on the level of customer service that we provide. In the event that you feel dissatisfied with our service and wish to make a complaint, you will need to follow our Complaints Handling Procedure (CHP), details of which can be found below.

### Membership Details

Bishop SureLets is a member of The Property Ombudsman Scheme (TPOS). By belonging to this organisation, we are required to follow strict professional standards.

#### Stage One: Administration Manager

We would request that you initially make your complaint in writing to the Administration Manager in charge of the section of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within three working days of receiving your written complaint.

##### Contact details:

Address: Bishop SureLets, Office 280, Regency House, 91 Western Road, Brighton, East Sussex. BN1 2NW

Email: [lettings@bishopsurelets.co.uk](mailto:lettings@bishopsurelets.co.uk)

Telephone: 01273 646 426

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

#### Stage Two: Director

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Director. This must be done within 28 days of the letter from the Administration Manager. Your correspondence will be acknowledged within three working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

##### Contact details:

Address: Bishop SureLets, Office 280, Regency House, 91 Western Road, Brighton, East Sussex. BN1 2NW

Email: [julian@bishopsurelets.co.uk](mailto:julian@bishopsurelets.co.uk)

Telephone: 01273 646 426

### **Stage Three: The Property Ombudsman Scheme:**

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman.

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

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

The contact details of the Ombudsman Services: Property are as follows:

Website: [www.ombudsman-services.org/property](http://www.ombudsman-services.org/property)  
Address: OS:P Complaints, The Brew House, Wilderspool Park, Greenall's Avenue, Warrington, WA4 6HL  
Telephone: 0330 440 1634