

Complaints Handling Policy

As a valued Easy2move Client, you naturally expect an excellent level of service from us, and it is our intention to provide this to you at all times.

We do our best to maintain the highest of standards, however, if you believe that we have made an error, then please contact us as soon as possible and we will do our best to make amends.

Easy2move is subject to the Codes of Practice of The Property Ombudsman (TPO), which sets the standard expected from property professionals. This allows clients who are unable to satisfactorily resolve complaints or issues against us, the right to have their complaint reviewed by an independent organisation that is TPO.

We sincerely hope that our complaints procedure will effectively resolve any complaint without having the need to contact TPO. Our complaints procedure must be seen to be exhausted and you must have received a letter, from Easy2move giving its final response to your complaint before TPO will consider an investigation of your complaint.

The steps detailed below are a guide to our complaints procedure, and we assure you that we will listen and act in a fair manner in order to resolve the complaint satisfactorily.

Step 1:

If you have a complaint relating to Easy2move, please contact our office and ask to speak to the manager on 020 8423 4333. Alternatively, please write to the Manager at Easy2move, 195 Northolt Road, South Harrow, Middlesex HA2 0LY. It is our intention to deal with the matter with fairness and within a reasonable time-frame and in most cases aim to resolve the matter within the same day the complaint has been brought to our attention. However, this will be dependent on the nature and complexity of the complaint being made.

Step 2:

If for any reason you have not received a satisfactory resolution to your complaint by 5pm on the working day following the day you raised the matter, your complaint will be forwarded to the Director for full investigation. A letter of acknowledgement will be sent to you within 3 working days of the day that you raised the matter. The acknowledgement letter will:

- Provide the full name of the director handling this matter from this point onwards.
- Clearly detail our understanding of the complaint raised
- Confirm the date by which you can expect to be sent a final response to your complaint.

You may also be requested to provide additional information if required to assist in resolving the matter.

Apart from very exceptional circumstances, we aim to provide you with a final response within 15 working days of receipt of your complaint.

Step 3:

The Property Ombudsman

If after exhausting the matter with Easy2move, you are still not satisfied, you may refer your complaint to TPO at Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP (Telephone: 01722 333306 or email: admin@tpos.co.uk).

TPO will ask you to complete their Complaints Form (refer to their website – www.tpos.co.uk), providing full details of your complaint and enclosing copies of correspondence and final response from Easy2move.

It is important to note that TPO cannot investigate your complaint until Easy2move have given you their final response letter, unless this has not been done within 56 days following receipt of your complaint. In these exceptional circumstances, Easy2move will write to you to explain why this has not been possible, indicating when we expect to be able to make a final response, and inform you that you may refer the matter to TPO.

TPO will consider your complaint without charge, taking into account points made by you and Easy2move. If you fail to contact TPO within 12 months of receiving a final response letter from Easy2move informing them that you are still dissatisfied, then they may refuse to investigate the matter further.

After investigating the complaint, TPO will decide whether it agrees with your complaint and whether any further action is necessary at this stage. A date will be set by which you must respond to TPO's decision. If you accept the decision within the time limit set, it is normally final and binding on both yourself and Easy2move, although in exceptional circumstances the matter may be open to judicial review.

If for any reason you do not respond within the stated time limit, or indeed fail to accept TPO's decision, then Easy2move is no longer bound by it.