

Complaints Procedure for Mainhomes Ltd

At **Mainhomes Ltd**, we are committed to delivering a professional service to all our clients and customers. If something goes wrong, we encourage you to let us know so we can address the issue and continually improve our standards.

We strive to accommodate all consumers, including those who may face challenges due to age, disability, infirmity, linguistic or numeracy barriers, economic difficulties, or bereavement. If you require reasonable adjustments to help submit your complaint, please let us know.

How to Make a Complaint:

If you have a complaint, please provide it in writing with as much detail as possible. You can send your complaint to:

Email: info@mainhomes.co.uk

Post: Mainhomes Ltd, 347 High Road, Ilford, IG1 1TE

We will respond according to the timelines outlined below. If we fail to address your complaint within 8 weeks, you can escalate it to **The Property Ombudsman (TPO)** for an independent review.

What Happens Next?

1. Acknowledgment:

- Within 3 working days of receiving your complaint, we will send you written acknowledgment, including a copy of this procedure.

2. Investigation:

- The office manager will review your file and speak with the staff member involved. You will receive a formal written outcome within 15 working days of our receipt of your complaint.

3. Further Review (if unsatisfied):

- If you are not satisfied with the outcome, contact us again, and we will arrange for a senior staff member to conduct a separate review.
- You will receive our final viewpoint in writing within 15 working days of your review request.

4. Escalation to The Property Ombudsman (if necessary):

- If you remain unsatisfied with our final viewpoint or 8 weeks have passed since your initial complaint, you may refer the matter to TPO for an independent review. This service is free of charge.



020 4444 3333



info@mainhomes.co.uk



www.mainhomes.co.uk



347 High Road, Ilford IG1 1TE

Contacting The Property Ombudsman:

Address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury, Wiltshire, SP1 2BP
Phone: 01722 333 306
Email: admin@tpos.co.uk
Website: www.tpos.co.uk

Important Notes:

- Complaints must be submitted to TPO within 12 months of our final response.
- TPO requires that all complaints go through this in-house process before escalation.

For further assistance, please feel free to contact us:

Head Office

Mainhomes Ltd
347 High Road
Ilford, IG1 1TE
Phone: +44 20 8257 7074
Email: info@mainhomes.co.uk
Website: www.mainhomes.co.uk

We are here to ensure your concerns are addressed promptly and professionally.



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