We are committed to providing a professional service to all our clients and customers. If things go wrong, please tell us so we can resolve issues promptly and improve our service.

Complaints may be submitted by letter or email. Verbal complaints will also be recorded and considered. There is no charge for handling a complaint.

Stage 1 - Your Complaint

Please provide details of your concerns, including relevant dates, staff names and supporting evidence where available.

The Directors

Email: nolan@irvingandsons.co.uk

Your complaint will be reviewed by a director of the company who will either respond in person or allocate the complaint to another senior member of the relevant team

Stage 2 - Our Acknowledgement

We will acknowledge your complaint and begin our in-house complaints process.

Within 3 working days
of receiving your complaint

Stage 3 - Our Investigation

Your complaint will be investigated by the Director or senior team member allocated to the matter. We will review the relevant circumstances and provide a formal written response addressing your concerns and proposing a resolution where appropriate.

Within 15 working days
of receiving your complaint

Stage 4 - Final Viewpoint

If you remain dissatisfied, please contact us again to request a separate review. Wherever practicable, this will be undertaken by a Director not previously involved in the matter. We will issue our written Final Viewpoint following the review.

Within 15 working days
of receiving your request for further review

Stage 5 - The Property Ombudsman

If our Final Viewpoint does not resolve the matter, or eight weeks have passed since you first complained without the internal process concluding, you may refer your complaint to The Property Ombudsman free of charge.

After Final Viewpoint
or 8 weeks

The Property Ombudsman
Milford House, 43-55 Milford Street, Salisbury, SP1 2BP
Telephone: 01722 333306 Website: www.tpos.co.uk

Complaints should normally be referred within 12 months of our Final Viewpoint Letter, subject to the Ombudsman's eligibility rules.