

## **RyeView Homes Internal Complaints Handling Procedures**

Here at RyeView Homes 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**

RyeView Homes is a member of The Property Ombudsman Scheme (TPOS) and the National Association of Estate Agents (NAEA).

By belonging to these organisations, we are required to follow strict professional standards.

### **Stage One – General Office Manager**

We would request that you initially make your complaint in writing to the General Office Manager named below. 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:

Umbreen Choudhry

RyeView Homes, 7 Crendon Street, High Wycombe, Buckinghamshire, HP13 6LE

Tel: 01494 510099

Email: [umbreen@ryeviewhomes.com](mailto:umbreen@ryeviewhomes.com)

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**

If you wish to progress your complaint beyond the Partner/General Office Manager, you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, the Director will acknowledge your correspondence within three working days. You will receive a Final Viewpoint letter within 15 working days of us receiving your complaint.

Contact details:

Amjid Choudhry

RyeView Homes, 7 Crendon Street, High Wycombe, Buckinghamshire, HP13 6LE

Tel: 01494 510099

Email: [ac@ryeviewhomes.com](mailto:ac@ryeviewhomes.com)

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

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

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

*Please note the following:*

*You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.*

*The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.*



Email: [info@ryeviewhomes.com](mailto:info@ryeviewhomes.com)  
Web: [www.ryeviewhomes.com](http://www.ryeviewhomes.com)

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