

# CUSTOMER COMPLAINTS

urbanspaces

## Complaints Procedure

Urban Spaces complaints procedure aims to:

- Be easily accessible, well-publicised and simple to use
- Explain clearly how a complaint will be dealt with and by whom
- Respect confidentiality
- Be impartial
- Make recommendations to avoid future complaints

## Complaint Handling

Customer service is taken very seriously at Urban Spaces and in light of this we have a three stage complaints procedure in place:

### STAGE 1 INFORMAL

Wherever possible, complaints are dealt with quickly and informally. It is hoped the vast majority of complaints can be resolved at this stage.

In the first instance, an informal complaint can be made verbally or in writing by email to Nikki Johnston, Customer Success Manager [nikki.johnston@urbanspaces.co.uk](mailto:nikki.johnston@urbanspaces.co.uk). A person wishing to make a complaint should explain clearly what they are dissatisfied with, and what they wish Urban Spaces to do.

A response to a complaint at an informal stage will be made as soon as possible and in any event within ten working days.

### STAGE 2 FORMAL

If a customer is dissatisfied with the response to their initial complaint they can request that a complaint is dealt with formally.

A formal complaint needs to be made in writing to Sales Director, Ben Martin [ben.martin@urbanspaces.co.uk](mailto:ben.martin@urbanspaces.co.uk) for Sales, or Lettings Director, Doug Stewart [douglas.stewart@urbanspaces.co.uk](mailto:douglas.stewart@urbanspaces.co.uk) for Lettings, preferably by email. It should state what the customer wants Urban Spaces to do. Ben or Doug will then liaise with those relevant, to help resolve the concerns.

Where appropriate, an apology will be given to the customer and it may be that a previous decision will be reviewed. The response to a formal complaint will deal with all issues which the customer has raised and set out what Urban Spaces proposes to do. A written response will be provided in 10 working days. If this period is exceeded the customer will be informed as to why this is the case.

### STAGE 3 REVIEWS

If, after having received the response from Urban Spaces the customer remains dissatisfied, they can refer the complaint to Daniel Ryan, Director, whose direct contact details appear on our website, so customers know who to write to.

If the customer still remains dissatisfied, they can refer the complaint to the Property Ombudsman within twelve months.

For more information please read the TPO's Consumer Guide. You can contact the TPO at:

#### The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

Telephone: 01722 333306

Facsimile: 01722 332296

Website: [www.tpos.co.uk](http://www.tpos.co.uk)

E-Mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

We are members of the Property Ombudsman and abide by the Property Ombudsman Code of Practice. You agree that we may disclose information relating to the rental of your property to the Property Ombudsman if they ask for them, to assist in their monitoring of our compliance with the Code of Practice.

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