



Complaints Procedure for Aspire Estate Agents

Contact Details for Complaints:

Formal written complaints may be sent to Aspire Estate Agents at 411 Shirley Road, Shirley, Southampton, SO15 3JD or by e-mail to the following address info@aspire4property.com.

Stage One

The matter will then be delegated to an appropriate person to investigate it and to take appropriate action. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Complaints should be acknowledged within 7 working days. The acknowledgement should say when the person complaining can expect a reply. Ideally complainants should receive a definitive reply within six weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at a further level. At this stage, the complaint will be passed to the Director/Complaints Manger. The request for this additional review should be acknowledged within 7 working days of receiving it. The acknowledgement should say when the complainant can expect a reply.

The Director/Complaints Manger may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One. If the complaint relates to a specific person, they should be informed and given a further opportunity to respond. The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within six weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the conclusions from the investigation, and any action taken as a result of the complaint where appropriate. The decision taken at this stage is final, unless the Complaints Manager decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can also complain to The Property Ombudsman. Their contact details are: <https://www.tpos.co.uk> (website) 01722 333 306 (telephone)

The Property Ombudsman, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP (address).

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

Please note that if you feel we have not sought to address your complaint within 8 weeks, you may be able to refer your complaint to The Property Ombudsman without our final viewpoint on this matter.

Please also note that The Property Ombudsman require that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

Variation of the Complaints Procedure

The Board may vary the procedure for good reason.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.