**Umega: Internal Complaints Handling Procedures**

Here at Umega Lettings we pride ourselves on the level of customer service that we provide. Umega Lettings is a member of The Property Ombudsman Scheme (TPOS); the Ombudsman Services: Property (OS:P); the Property Redress Scheme (PRS) and Propertymark. By belonging to these organisations, we are required to follow strict professional standards. 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:

**Step 1 – Complaint Handler**

We would request that you initially make your complaint by email to complaints@umega.co.uk providing us with as much detail as possible. Alternatively, you post your complaint to your assigned office. We will acknowledge receipt of your complaint within 3 working days and give details of the assigned complaint handler (normally a senior manager) and their contact information. You will receive a full response within 15 working days.

**Step 2 – Branch Manager**

If you wish to progress your complaint beyond the allocated handler you must do so within 28 days of receiving their response. Once in receipt of your complaint, which must be in writing, a Branch Manager will acknowledge your correspondence within three working days. You will receive a full response within 15 working days.

**Step 3 – Director**

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to the Director, this must be done within 28 days of the letter from the Branch Manager. Your correspondence will be acknowledged within three working days and he/she will issue a Final Viewpoint letter within a further 10 working days.

**Step 4 - The Property Ombudsman Scheme / the Ombudsman Services: Property**

Upon receipt of our Final Viewpoint letter, in the event that you remain dissatisfied, you may contact the Ombudsman. The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure*.*

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

Telephone: 01722 333 306, email: 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

**Step 5 – Propertymark**

Once the Ombudsman has concluded his investigation you may forward your complaint to Propertymark which is the regulatory function of the NAEA, ARLA, and NAVA. You will need to submit your complaint to Propertymark within six months of the Ombudsman’s final review. You should include a copy of the Ombudsman’s review a copy of your signed acceptance/rejection letter and any other supporting documentation which you feel will assist the assessment of your complaint. The contact details for Propertymark are:

Email: complaints@propertymark.co.uk, website: [www.propertymark.co.uk](http://www.propertymark.co.uk) or post:

Propertymark, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

**Umega Lettings, 1 Marchmont Crescent, Edinburgh, EH9 1HN**

**Umega Lettings, 5 Porters Walk, Quartermile, Edinburgh, EH3 9GJ**