

## **COMPLAINTS HANDLING PROCEDURE (CHP)**

This Complaints Handling Procedure (CHP) is written in accordance with Propertymark Membership Rules, the requirements of The Property Ombudsman (TPO), and relevant consumer protection legislation. It applies to all complaints received by Tuckerman Residential Limited in connection with its residential agency services.

Our procedure has two formal stages:

**Stage One** – Internal complaints handling

**Stage Two** – Independent redress

This document is available upon request and is published on our website.

### **STAGE ONE – INTERNAL COMPLAINTS HANDLING**

#### **1.1 Complaints Officer**

Tuckerman Residential Limited has appointed Edward Osborne as the firm's designated Complaints Officer.

All complaints, questions, or concerns should be addressed to:

Edward Osborne MNAEA  
Managing Director  
Tuckerman Residential Limited  
52 Moreton Street  
Pimlico  
London  
SW1V 2PB

Tel: 020 7222 5510

Email: [info@tuckermanresidential.co.uk](mailto:info@tuckermanresidential.co.uk)

#### **1.2 Making a Complaint**

Complaints may be made verbally or in writing. If a complaint is made verbally (whether in person or by telephone), you will be asked to confirm the details in writing so that we have a clear and accurate record of the matter raised.

#### **1.3 Acknowledgement**

Upon receipt of your written complaint, we will:

- Acknowledge receipt in writing within 7 working days
- Confirm our understanding of the issues raised
- Invite you to provide any additional information or clarification

52 Moreton Street  
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## 1.4 Investigation and Response

Your complaint will be investigated by Edward Osborne on behalf of the firm.

We will aim to provide a full written response within 28 days of receiving your complaint. If this is not possible, we will write to you within that period to explain the reasons for the delay and provide an update on progress.

If you are satisfied with the outcome of our investigation, the complaint will be considered resolved.

## STAGE TWO – INDEPENDENT REDRESS

### 2.1 Referral to The Property Ombudsman

If you remain dissatisfied with our final written response, you may refer your complaint to our independent redress scheme.

Tuckerman Residential Limited is a member of Propertymark and subscribes to The Property Ombudsman (TPO) scheme for the resolution of consumer complaints.

You must contact The Property Ombudsman within 12 acknowledgment months of the date of our final written response.

## CONSUMER COMPLAINTS – INDEPENDENT REDRESS

The Property Ombudsman  
Milford House  
43–55 Milford Street  
Salisbury  
SP1 2BP

Tel: 01722 333 306

Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

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

The Ombudsman's decision is binding on Tuckerman Residential Limited but not on you as the complainant.

## COMPLIANCE STATEMENT

This Complaints Handling Procedure complies with:

- Propertymark Membership Rules and Conduct Requirements
- The Property Ombudsman Code of Practice
- The Consumer Rights Act 2015
- The Alternative Dispute Resolution for Consumer Disputes Regulations 2015

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