In-house complaints procedure

We are committed to providing a professional service to all our clients and customers across residential sales, lettings and property management. If something goes wrong, please tell us so we can put matters right and improve our service. Our complaints process is free of charge.

Making a complaint

Please address your complaint to the Office Manager, Bath Stone Property Ltd, 1 Hayes Place, Bath, BA2 4QW, or email sales@bathstoneproperty.com. Include the property address, details of your concerns, relevant evidence and your preferred resolution.

We record both verbal and written complaints when received. If you need help submitting a written complaint, call 01225 422224. We will make reasonable adjustments where appropriate, including for disability, language or other accessibility needs, and will liaise with any properly authorised representative.

Stage 1 – Initial investigation

We will acknowledge your written complaint within three working days and provide a copy of this procedure. A senior member of staff or designated complaint handler who was not directly involved in the matter will investigate and send you a written outcome within 15 working days of receipt of your original complaint.

Stage 2 – Separate review and final viewpoint

If you remain dissatisfied, please contact us using the details above and request a review. A different senior member of staff, independent of the original matter, will review your complaint. Within 15 working days of receiving your request, we will send our final viewpoint in writing, including our findings, any offer of resolution and details of how to refer your complaint to TPO.

If exceptional circumstances require extra time, we will explain why and keep you informed. Our internal process should be completed within eight weeks of receiving your written complaint.

Stage 3 – Independent redress

If you remain dissatisfied with our final viewpoint, or your complaint remains unresolved after eight weeks, you may refer it to The Property Ombudsman (TPO) for a free, independent review. If we have not responded after 15 working days, you may also contact TPO after chasing us and allowing a further five working days without a response.

The Property Ombudsman | Unit 159756, PO Box 7169, Poole, BH15 9EL
Telephone: 01722 333306 | Email: admin@tpos.co.uk
Website: www.tpos.co.uk | Complaints: www.tpos.co.uk/consumers/make-a-complaint/

TPO normally requires you to raise the issue with us within 12 months of the event or becoming reasonably aware of it, and to refer your complaint within 12 months of our final viewpoint. Keep copies of your complaint, responses and relevant evidence. TPO’s scheme rules determine eligibility. Outstanding fees are not a condition of referral or review.