

Complaints Procedure

Priory Estates is a member of The Property Ombudsman Scheme (TPOS) and we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, we have a Complaints Process.

The aim of this process is to resolve any issues or concerns as quickly as we can and in order to achieve this, we will, wherever possible, try and resolve the issues within the Property Management Team.

Please find below our guide for making a complaint:

All complaints, in the first instance, should be addressed to the Office Manager and your complaint will be acknowledged within 3 working days of receipt.

We will then investigate your complaint. Once this has been completed a formal written outcome of our investigation will be sent to you within 15 working days.

If at this stage you still remain dissatisfied, you may accelerate your complaint by emailing Jason@prioryestates.co.uk or by writing to our office below:

88 Connaught Avenue, Frinton on Sea, Essex, CO13 9PT

We will then acknowledge your accelerated complaint within 3 working days. A full review of the complaint will be undertaken including how the complaint has been handled to date which also may include further investigation into the background of the concerns.

Within 15 working days from receipt of this, the findings and recommendations will be set out in writing as a final viewpoint on how it is believed the complaint can be resolved.

If after you have received the company's final viewpoint as outlined above and are still not satisfied with the resolution, you may contact The Property Ombudsman Service (TPOS) and their contact details are below:

The Property Ombudsman
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP
01722333306
admin@tpos.co.uk

Please note: The Property Ombudsman requires all complaints to have been addressed through this in-house procedure before submitting a review.