

## **Naylor Powell Limited: Internal Complaints Handling Procedures**

Here at Naylor Powell we pride ourselves on the level of customer service that we provide. 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:

### **Membership details**

Naylor Powell is a member of The Property Ombudsman Scheme (TPOS) the National Association of Estate Agents (NAEA) and the Association of Residential Letting Agents (ARLA)

By belonging to these organisations, we are required to follow strict professional standards.

### **Stage One – Branch Manager**

We would request that you initially make your complaint in writing to the Manager in charge of the branch of our company to which the issue arose. Upon receipt of your complaint he/she will assess your submission and will respond within five working days of receiving your written complaint.

Contact details:

#### **Gloucester Docks**

Laurie Duckworth MNAEA  
Unit C The Barge Arm East  
The Docks  
Gloucester  
GL1 2DQ

#### **Newent**

Adam Davis MNAEA  
1 High Street  
Newent  
GL18 1AN

#### **Stonehouse**

Ruth Bartlett  
1 Bath Road  
Stonehouse  
GL10 2 JD

#### **Hucclecote Branch**

Robert Wade MNAEA  
59 Hucclecote Road  
Hucclecote  
Gloucester  
GL3 3TL

#### **Lettings**

Kate Mason  
Unit A2 Spinnaker House  
Spinnaker Road  
Gloucester  
GL2 5FD

#### **Property Management**

Marc Fox  
Unit A2 Spinnaker House  
Spinnaker Road  
Gloucester  
GL2 5FD

We aim to resolve all complaints during this initial stage. However, if you are still dissatisfied, you will need to progress your complaint through the following process.

### **Stage Two – Managing Director:- James Birt**

Should you feel we have not satisfactorily dealt with the matter; you may address your complaint to James Birt. This must be done within 28 days of the letter from the first letter. Your correspondence will be acknowledged within five working days and he will issue a Final Viewpoint letter within a further 10 working days.

Contact details:

James Birt MNAEA MARLA  
Naylor Powell Head Office  
Unit A2 Spinnaker House  
Spinnaker Road  
Gloucester  
GL2 5FD

### **Stage Three - The Property Ombudsman Scheme**

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

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

Telephone: 01722 333 306, email: [admin@tpos.co.uk](mailto: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

*The Ombudsman will not consider your complaint until you have exhausted our internal complaints procedure.*

### **Stage Four – NFOPP Regulation**

Once the Ombudsman has concluded his investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the NAEA, ARLA, ICBA and NAVA.

You will need to submit your complaint to the NFOPP Regulation Department 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 the NFOPP Regulation are:

Email: [complaints@nfopp-regulation.co.uk](mailto:complaints@nfopp-regulation.co.uk), website: [www.nfopp-regulation.co.uk](http://www.nfopp-regulation.co.uk) or post:  
NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

***Naylor Powell Limited. Registered Office:- Unit A2 Spinnaker House, Spinnaker Road, Gloucester, GL2 5FD. Tel:- 01452 504813. Registered in the UK 0928188***