

Naylor Powell Limited: Internal Complaints Handling Procedures

At Naylor Powell, we pride ourselves on the level of customer service that we provide. If 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 in which the issue arose. Upon receipt of your complaint, they will assess your submission and will respond within five working days of receiving your written complaint.

Contact details:

Gloucester Docks

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

Newent

Adam Davis
1 High Street
Newent
GL18 1AN

Stonehouse

Ruth Bartlett
1 Bath Road
Stonehouse
GL10 2 JD

Hucclecote

Scott Stephens
59 Hucclecote Road
Hucclecote
Gloucester
GL3 3TL

Lettings

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

Property Management

Kate Webb
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

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
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 have 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, website: 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, website: www.nfopp-regulation.co.uk or post:
NFOPP Regulation, Arbon House, 6 Tournament Court, Edgehill Drive, Warwick, CV34 6LG.

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