

Complaints Handling Procedure

At Allsop, we pride ourselves on the level of customer service 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, details of which can be found below.

Membership Details

Allsop is a member of The Property Ombudsman (TPO), the Association of Residential Letting Agents (ARLA), the Royal Institute of Chartered Surveyors (RICS) and Association of Residential Managing Agents (ARMA).

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

Stage One – Head of Operations

Stage one involves making a complaint in writing to the Head of Operations. Upon receipt of your written complaint an acknowledgement of the correspondence will be made in writing. An assessment will be made of your submission and a response sent to you within 7 working days of receiving the written complaint. The contact details of the Head of Operations are as follows:-

FAO: Kelly Smith
kelly.smith@allsop.co.uk
Head of Operations
Allsop Letting and Management
33 Wigmore Street, London, W1U 1BZ

Stage Two – Director

Should you feel we have not satisfactorily dealt with the matter, you may address your complaint to an Allsop Director. This must be done within 28 days of the letter or email from the Head of Operations. Your correspondence will be acknowledged within five working days and a final viewpoint letter will be issued within a further 21 days. Contact details of the Finance Director are as follows:-

FAO: Richard Leek
richard.leek@allsop.co.uk
Director
Allsop Letting and Management
8th Floor, Platform, New Station Street, LS1 4JB

Stage Three – Ombudsman Scheme

If you remain dissatisfied after the last stage of our in-house complaint procedure (or more than eight weeks has elapsed since the complaint was first made) then you may take the matter up with our chosen approved redress provider without charge. You will need to submit your complaint to the redress provider within 12 months of receiving our final viewpoint correspondence.

The contact details for The Property Ombudsman are as follows:-
Telephone: 01722 335458, email: admin@tpos.co.uk
Website: www.tpos.co.uk
Address: Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire SP1 2BP

BRIGHTON LONDON LEEDS

Registered office is at: 8th Floor, Platform, New Station Street, Leeds, LS1 4JB. Reg No 3895628 England.
Allsop Letting and Management Limited is a wholly owned subsidiary of Allsop LLP. Regulated by RICS.



Letting and Management

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Leeds LS1 4JB
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letting.allsop.co.uk

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

Stage Four – NFOPP Regulation

Once the Ombudsman has concluded their investigation you may forward your complaint to the NFOPP Regulation Department which is the regulatory function of the ARLA Propertymark.

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 and 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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Leaseholder Complaints Handling Procedure

At Allsop, we pride ourselves on the level of customer service 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, details of which can be found below.

Membership Details

Allsop is a member of The Royal Institute of Chartered Surveyors (RICS) and Association of Residential Managing Agents (ARMA).

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

Stage One - Head of PRS & Estate Management

Stage one involves making a complaint in writing to the Head of PRS & Estate Management. Upon receipt of your written complaint via letter or email, an acknowledgement of the correspondence will be made within three working days. An assessment will be made of your submission and a response sent to you within 15 working days of receiving the written complaint. The contact details of the Head of PRS & Estate Management are as follows:-

FAO; Adrian Bunney

adrian.bunney@allsop.co.uk

Head of PRS & Estate Management

Allsop Letting and Management

Princes House, 53-54 Queens Road, Brighton, BN1 3XB

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

Stage Two – Director of Finance

If you wish to progress your complaint beyond the Head of PRS & Estate Management, you must do so in writing via a letter or email. Once we are in receipt of stage two of your complaint, the Director of Finance will acknowledge your complaint and a final viewpoint letter will be issued within 15 working days. Contact details of the Finance Director are as follows:-

FAO; Richard Leek

richard.leek@allsop.co.uk

Finance Director

Allsop Letting and Management

Platform, New Station Street, Leeds, LS1 4JB

Stage Three – Ombudsman Scheme

If you remain dissatisfied after the last stage of our in-house complaint procedure (or more than eight weeks has elapsed since the complaint was first made) then you may take the matter up with our chosen approved redress provider without charge. You will need to submit your complaint to the redress provider within 12 months of receiving our final viewpoint correspondence.

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Details are as follows:

Name of redress mechanism / provider	The Property Ombudsman
Address	Milford House, 43 - 55 Milford Street, Salisbury, Wiltshire
Post Code	SP1 2BP
Telephone	01722 335458
Email Address	admin@tpos.co.uk
Website	www.tpos.co.uk

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