

Complaints

We can help

At eden may, we aim to provide the highest standards of service to each client. However, sometimes things can and do go wrong. When this happens, we encourage our clients to tell us about it so that we can do our best to put things right.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Our colleagues will do all they can to help resolve any problems and ensure that you receive a quick and fair response to any complaint you may have. Our complaints handling procedure is set out below and meets the standard set by The Property Ombudsman.

Our Promise To You

Our complaints procedure is designed to ensure that each complaint is dealt with fairly and to your satisfaction.

Stage One

In the first instance please provide us with the full details of your complaint. You can do this by email to hello@edenmay.co.uk or if you prefer by post, our contact details are below:

Email: hello@edenmay.co.uk

Post: eden may, Collar Factory, 112 St Augustine Street, Taunton TA1 1QN

We will send you an acknowledgement letter within three working days of your complaint being received along with a copy of our complaints policy. We will then investigate your complaint and provide you with our findings within fifteen working days of sending our acknowledgement letter.

Stage Two

If we are unable to resolve your complaint at this stage, you may wish to contact us again to refer it to our Managing Director for a further review. The Property Ombudsman allows us fifteen days from your request for a review to issue a final response, but we will aim to get your complaint resolved well before this deadline.

Stage Three – Referral to an Ombudsman

We are committed to resolving complaints wherever possible through our complaints' procedure. However, if we are unable to resolve your complaint, or if more than eight weeks has elapsed since your complaint was first made, you may wish to approach The Property Ombudsman. You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

Please contact: The Property Ombudsman email: admin@tpos.co.uk tel: 01722 333 306 www.tpos.co.uk