Hodsons Estate Agents
Internal Complaints Handling Procedures

Here at Hodsons Estate Agents 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 (CHP), details of which can be found below:

MEMBERSHIP DETAILS

Hodsons Estate Agents is a member of the Property Ombudsman Scheme (TPOS) and we are required to follow strict professional standards.

STAGE 1 – LINE MANAGER

We would request that you initially make your complaint in writing to the manager in charge of the section of the company to which the issue arose. We will acknowledge receipt of your complaint within 3 days. We will generally provide our response within 15 days, but if this is not possible, we will update you within 15 days and provide a response timescale.

Contact Details:
WAKEFIELD OFFICE
Residential Lettings – Danielle Grice
37-39 George Street
Wakefield
WF1 1LX
Email: danielle@hodsonsproperty.co.uk
Telephone: 01924 200544

Residential Sales – Louise Higginbottom
37-39 George Street
Wakefield
WF1 1LX
Email: louise@hodsonsproperty.co.uk
Telephone: 01924 200544

STAGE 2 – MANAGING DIRECTOR

If you are not satisfied with our response you can write to us again outlining your concerns and the matter will be reviewed. We will generally provide our final response within 15 days, but if this is not possible, we will update you within 15 days and provide a response timescale.

Please send your written request for a review to:

Contact Details:
James Clarke
37-39 George Street
Wakefield
WF1 1LX
Email: james@hodsonsproperty.co.uk
Telephone: 01924 200544

STAGE 3 – THE PROPERTY OMBUDSMAN SCHEME

Upon receipt of our final viewpoint letter, in the event that you remain dissatisfied you may contact the Ombudsman.

The contact details for the Property Ombudsman Scheme are as follows:
Telephone: 01722 333306, email: admin@tpos.co.uk, website: www.tpos.co.uk, or post: TPOS Complaints, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP

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