



COMPLAINTS HANDLING PROCEDURE

Last Updated: October 2026

As a member of the Property Ombudsman, we have in place a CHP, which meets the regulatory requirements. Our CHP has two stages. Stage one of the CHP gives our firm the opportunity to review and consider your complaint in full. Our firm will try to resolve your complaint to your satisfaction. If you are not happy with our response, you will have the opportunity to take your complaint to stage two. Stage two gives you, the client, the opportunity to have your complaint reviewed and considered by an independent redress provider.

Stage One

If you have spoken to us about your complaint, please put the details of your complaint in writing. We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint. Please send your written complaint to:

Olivia Proudley
Proudley Associates
216 SmartBase
Target Road
Aviation Park West
Christchurch
BH23 6NW

01425 200366
op@proudleyassociates.com
www.proudleyassociates.com

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response, we will update you within 15 working days.

Stage Two

If we are unable to agree on how to resolve your complaint then you have the opportunity to take your complaint to an independent redress provider. We have chosen to use the following redress provider:

The Property Ombudsman
Unit 159756
PO Box 7169
Poole
BH15 9EL

Consumers: 01722 333306
Business: 01722 335458
admin@tpos.com
www.tpos.com

We will consider your complaint as quickly as possible, and will acknowledge receipt of your complaint within 3 working days. If we are not able to give you a full response, we will update you within 15 working days.

Conduct issues can also be investigated by Propertymark if the complainant remains dissatisfied following internal dispute resolution attempts:

Email: compliance@propertymark.co.uk

Web: www.propertymark.co.uk/professional-standards/complaints.html

Telephone: 01926 496 800

