

## Complaints Procedure

The New Homes Agent is committed to providing a service of the very highest standard.

If you feel that we have not lived up to your expectation in any way, we would to hear from you so that we can identify any faults and allow us to improve our service.

After speaking to us about your issue, if you still feel that your complaint has not been resolved, please take the following steps.

### Stage 1

Please write a written summary of your complaint by email to [enquiries@tnha.co.uk](mailto:enquiries@tnha.co.uk) or by post to The New Homes Agent, 114 High Street, Lincoln, LN5 7PY

Your complaint will be acknowledged within 3 working days from the date received. We will then undertake a full investigation and review of the situation and will respond with an outcome of our investigation within 14 days of receipt of the formal complaint.

### Stage 2

If the outcome of stage 1 does not satisfy your complaint, or more than 8 weeks has elapsed since your initial written complaint was lodged, then you can request that an independent review is carried out by The Property Ombudsman as below.

**The Property Ombudsman**

Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP

01722 333 306

[admin@tpos.co.uk](mailto:admin@tpos.co.uk)

[www.tpos.co.uk](http://www.tpos.co.uk)

