

Complaints Procedure

At FreeAgent247, our commitment to customer service drives everything we do. If, however, you find our service falling short of your expectations, we want to address it promptly.

Here's how:

Step 1: Complaint Submission: Please submit your complaint by email to Gerard Smith, our Complaints and Compliance Officer, at Gerard@freeagent247.com.

Ensure your email includes:

- A detailed explanation of your complaint, specifying where you believe we fell short in delivering good customer service.
- Clearly state your desired resolution.
- Include specific details, such as names of advisers, dates and times of incidents, relevant contact information, and any supporting documents.

Step 2: Investigation: Upon receiving your complaint, we commit to a thorough investigation and will respond to you:

- An acknowledgment of receipt within 3 working days.
- A comprehensive response within 15 working days.
- If resolution takes longer, we'll provide reasons and an estimated timeframe.

After our final written response, if we consider the complaint closed, we reserve the right not to engage in further correspondence.

Step 3: Escalation to The Property Ombudsman: If dissatisfied with our response, follow these steps to escalate to The Property Ombudsman:

1. Officially submit your complaint in writing.
2. Allow 8 weeks for us to resolve your complaint in writing before escalation to the Ombudsman.
3. Ensure it is within 12 months from our last communication regarding the complaint.

For additional assistance, you have the option to contact The Property Ombudsman (TPO) for a free investigation. Details below:

The Property Ombudsman Contact Details:

- Address: Milford House, 43–55 Milford Street, Salisbury, Wiltshire, SP1 2BP
- Phone: 01722 333306
- Email: admin@tpos.co.uk
- Website: <https://www.tpos.co.uk/>

Thank you for your cooperation and patience throughout this process. We appreciate the opportunity to address your concerns.