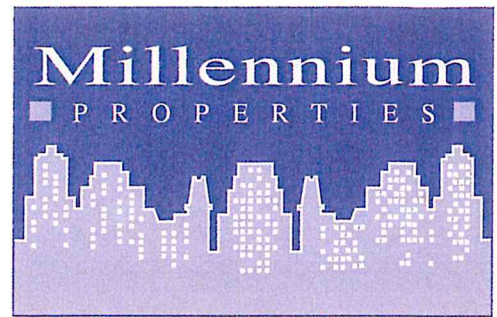


Complaints Handling Procedure

Millennium Properties is committed to the highest standards of service and compliance and are bound by the Property Ombudsman's Code of Practice.

We understand that sometimes things can go wrong and if they do we are committed to resolving problems with the minimum of inconvenience.

Our complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible. Should you require assistance with this process, please email us on enquiries@millennium-properties.co.uk.



Residential Lettings &
Property Management

3, Upper Green, Tettenhall,
Wolverhampton, WV6 8QQ

Telephone: 01902 836036

Facsimile: 01902 836036

We have a standard procedure for handling complaints which is as follows:

1. Making a complaint

The office is independently owned and operated and has a Director. In the first instance your complaint should be directed in writing to the Branch Manager. Your complaint will be acknowledged within 3 working days. The office will conduct a full and thorough investigation and a full written response will be sent within 15 working days.

2. If you remain dissatisfied

If you feel the matter remains unresolved you should write to the Director explaining why you are unhappy with the response. The Director will conduct a comprehensive review of your complaint and will give a final viewpoint in writing within 10 working days.

3. Independent redress

In the unlikely event that you are still dissatisfied then you may refer the matter to the Property Ombudsman at the following address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP

Tel No: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

4. What next?

You will receive written confirmation from the Property Ombudsman that your complaint form has been received. They will write to the company, enclosing a copy of your complaints form, and request their file and a statement describing our version of events.

The matter will be referred to a case officer who will review the complaint together with the response from us and make a recommendation to the Ombudsman who will make a final decision.

Please be aware that you have up to 12 months from the date of the final viewpoint letter to refer your complaint to the Ombudsman in writing.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review