COMPLAINTS POLICY

THORNLEY GROVES

COMPLAINTS PROCEDURE

We aim to deliver first class service built on professionalism and trust; however, we recognise sometimes things go wrong. The following complaint procedure is designed to provide our customers with a simple and personalised process for resolving any issue they may have.

We will consider every complaint on its merits, however it has been written. If you use an AI tool to help prepare your complaint, you will remain responsible for its content. AI tools can produce text that is inaccurate, overly long, or refers to laws, regulations or codes of practice that do not apply or do not exist. We want to ensure all issues raised are properly addressed so we ask that you explain what happened in your own words.

STAGE 1

Please contact the branch or department you have been dealing with so that the complaint can be investigated immediately.

STAGE 2

If your complaint has not been satisfactorily resolved, the formal complaints procedure will be implemented. Please go to our website thornleygroves.co.uk/complaints/ detailing your complaint and how you would like it resolved.

Your complaint will be acknowledged within 3 working days, and you will receive a written response detailing our position and proposal for resolution to your complaint within 15 working days.

STAGE 3

If your complaint has not been resolved to your satisfaction, please bring the matter to the attention of:

PM– (North & Chester) - Hannah Whyte hannah.whyte@thornleygroves.co.uk
PM - City Centre - Jordan Simms jordan.simms@thornleygroves.co.uk
PM - South, Fallowfield & Didsbury – Maria Brooks Maria.Brooks@julianwadden.co.uk
Lettings - Daryl Tomlinson daryl.tomlinson@thornleygroves.co.uk
Sales - Chris Willey chris.willey@thornleygroves.co.uk
Accounts - Viltaute Paulauskaite viltaute.paulauskaite@thornleygroves.co.uk
Compliance – Sarah Tarmey sarah.tarmey@thornleygroves.co.uk

After a thorough investigation, you will receive a response confirming our position and a written proposal to resolve your complaint within a further 15 working days.

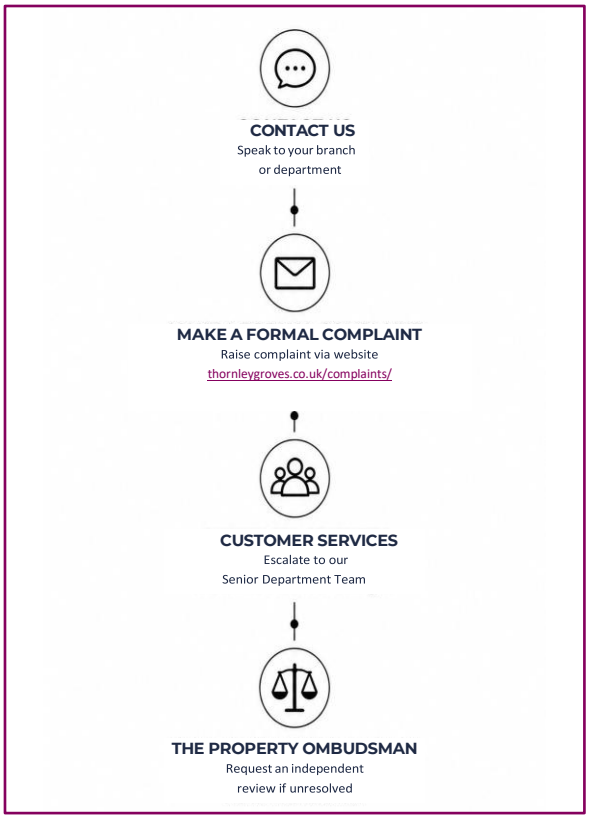
If you do not accept our proposal/position, please advise us in writing within 15 working days. You can, of course, suggest another way of resolving your complaint.

If we accept your preferred resolution, we will attempt to implement that resolution as soon as possible. If we decline your preferred resolution, then you may proceed to Stage 4.

If you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

STAGE 4

If after the previous stages we are unable to reach satisfaction regarding your complaint you can then escalate the matter to The Property Ombudsman (TPO). TPO is an independent statutory body who regulates and resolves disputes between consumers and property agents. Or if you are still not satisfied with our final viewpoint (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.



Please note that complaints to TPO must be sent within 12 months of receiving our final response.