

Complaints Procedure

Aquarius Homes Estate & Letting Agents

Our Commitment

Aquarius Homes is a member of The Property Ombudsman (TPO) Scheme and aims to provide the highest standards of service to all clients and customers.

We take complaints seriously and will deal with them promptly and fairly.

Stage 1 – Initial Complaint

If you have a complaint, please put it in writing (email or post).

Please include:

- Your full name and contact details
- The property address (if applicable)
- Details of your complaint
- What you would like us to do to resolve the matter

Send complaints to:

Email: mark@aquariushomesbath.com

Post: Aquarius Homes, 1a Avenue Place, Combe Down, Bath. BA2 5EE

Acknowledgement

We will acknowledge your complaint in writing within 3 working days.



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Investigation and Response

Your complaint will be investigated by a senior member of staff or the Director.

We will provide a written response within 15 working days.

This response will include:

- Our understanding of your complaint
- The outcome of our investigation
- Any proposed resolution

Stage 2 – Final Viewpoint

If you are not satisfied with our response, you may request a further review.

- This request should be made within 10 working days
- The review will be carried out by someone not previously involved

We will provide a Final Viewpoint Letter within 15 working days.

If more time is required, we will inform you and provide a revised timescale (not exceeding a further 15 working days).



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Stage 3 – The Property Ombudsman

If you remain dissatisfied after our Final Viewpoint Letter, or if 8 weeks have passed since your complaint was made, you may refer the matter to The Property Ombudsman.

You must do this within 12 months of our Final Viewpoint Letter.

Contact details:

The Property Ombudsman

Unit 159756

PO Box 7169

Poole

BH15 9EL

Telephone: 01722 333 306

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Important Notes

- The Property Ombudsman will not consider your complaint until our internal procedure is complete
- We will cooperate fully with any investigation

Equal Treatment

Making a complaint will not affect how we handle your matter.



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Accessibility

If you require this procedure in another format, please contact us and we will assist.