



Belvoir Northampton Complaints Procedure

We aim to provide a high standard of service to all clients, and to ensure that any grievances are promptly identified and investigated. Grievances could include dissatisfaction over levels of service, or possible breaches of GDPR concerning your personal information.

STAGE 1

- If you wish to make a formal complaint, in the first instance, write to the business owner, Richard Baker or email richard.baker@belvoir.co.uk. You should identify clearly that you are making a formal complaint. To ensure a complete audit trail, the company will only accept complaints in writing.
- All written complaints received will be acknowledged within 48 hours, investigated, and you will receive a written or emailed response within 7 days.

STAGE 2

- Belvoir operates on a franchised basis. Should your complaint not be resolved to your satisfaction following Stage 1, you should address the matter to Belvoir Customer Services at the address below:

Belvoir Customer Services
The Old Courthouse
60a London Road
Grantham
Lincolnshire NG31 6HR

- You should note that Belvoir Customer Services will not consider a complaint unless it has gone through Stage 1 of the above procedure.
- All written complaints received will be acknowledged within 48 hours, investigated, and you will receive a written or emailed response within 7 days.
- If not satisfied after last stage of in house procedure (or more than 8 weeks has lapsed) then an independent review can be requested from TPO without charge

STAGE 3 – Non GDPR Complaints

- Should your complaint not be resolved to your satisfaction following Stage 2, you can address the matter to The Property Ombudsman (TPOS). Belvoir subscribes to their shared code of practice for lettings & estate agents and is obliged to let TPOS act as final arbiter on disputes between ourselves and our customers. <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>
- TPOS will not usually consider a complaint unless it has gone through Stages 1 & 2 of the above procedure.
- The complainant has 12 months from the end of STAGE 2 to register a complaint with the Ombudsman.

STAGE 3 – GDPR Complaints

- Should your complaint not be resolved to your satisfaction following Stage 2, you can address the matter to The Information Commissioner's Office (ICO). You can find more information at <https://ico.org.uk/for-the-public/raising-concerns/>
- ICO guidelines encourage you to go through Stages 1 & 2 of the above procedure before escalation to them.
- The complainant has 12 months from the end of STAGE 2 to register a complaint with the ICO.