

VERTUS

Vertus Complaints Procedure

At Vertus, we sleep well at night knowing that our residents and customers are happy. However, we know that mistakes can happen, and occasionally you may feel the need to raise some concerns with us and, we encourage you to do so.

You'll find the simple stages of how you can bring these to our attention below, and in turn, we promise to give it our full attention, and listen, respond, and act on what you share with us.

In the first instance, we encourage you to try and resolve your concerns with the team, but if you're not quite satisfied, you can follow these simple steps.

Step 1

Share your complaint using our [General Complaints Form](#). We will acknowledge it within three working days. We will then review and respond to you within seven working days from the acknowledgement date.

Step 2

If you aren't happy with our response, your complaint can be progressed to our Senior Management team for secondary review. As in step 1, we will acknowledge within three working days and respond within seven working days from the acknowledgment date.

Step 3

Our goal is to find a positive resolution to all complaints within eight weeks. However, if after reading our final response you feel the issue hasn't been resolved you can request an independent review from The Property Ombudsman (TPO).

If you choose to do so, any additional correspondence received about this complaint will be withheld until the TPO has reviewed the case and provided its findings.

To file your case with the Property Ombudsmen please visit <https://selfserve.tpos.co.uk>

Contact details for The Property Ombudsman:

The Property Ombudsman Ltd

Milford House 43-45 Milford Street Salisbury Wiltshire SP21 2BP

01722 333 306

www.tpos.co.uk

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It's important to note that a complaint can only be submitted to The Property Ombudsman within 12 months of the customer receiving Vertus' final response letter.

Step 4

If after submission of your complaint to The Property Ombudsman, you remain unsatisfied within six months of the end of the Property Ombudsman investigation you can escalate to ARLA Propertymark which is our regulatory body.