

Complaints Procedure

Bright Homes (Hull) Ltd is a Member of The Property Ombudsman, aims to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally by Sarah Robinson and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to The Property Ombudsman.

If you believe you have a complaint, please write in the first instance to the Director at the address as below:

Registered Office

Bright Homes (Hull) Ltd
31 Boothferry Road
Hull
HU3 6UA

Your complaint will be acknowledged within 24 hours but no longer than 3 working days, investigated thoroughly in accordance with established in-house procedures and a formal reply will be sent to you within 15 working days of receipt of your complaint.

In the event that the final review as detailed above still fails to satisfy your complaint, then you are at liberty to have the matter referred to the The Property Ombudsman. We will submit our file to the Ombudsman on request. You are also entitled to have your complaint referred to the Ombudsman should we fail to deal with matters promptly or do not comply with our in-house complaints procedure within 8 weeks from the date we receive your written notification.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk



Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

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