

What happens if I have a complaint?

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We understand moving home can be stressful for many different reasons, and we will do our utmost to provide you with an excellent service from start to finish.

*Please ensure you have read your written Quote and our terms and conditions (Specifically: 1-3 your Quote and your responsibility, 4, 9 to 13 our liability to you for loss or damage, and 7 & 8 Cancellation charges & payment) and feel free to contact us at any time if you have any queries as we are happy to discuss them with you.*

- Where a problem occurs during your removal please speak to your Supervisor first who can usually resolve most issues
- On the rare occasion your complaint cannot be dealt with during your removal, please make a note on your delivery ticket and sign it. (Or you can write to us or email us)
- We will acknowledge your complaint within 3 working days of receipt. Telephone complaints will also receive a written response confirming the conversation, and you will be required to put your complaint in writing as well.
- We will record your complaint and keep copies of all correspondence between us, and we suggest you do the same.
- All complaints are monitored to ensure they are dealt with respectfully and in a friendly and timely manner.
- A formal written outcome of the investigation will be issued to you within 15 days of receiving your initial complaint in writing.
- If you are dissatisfied with our decision, please write to us setting out your reasons for the complaint remaining unresolved.
- We will review your complaint a second time, and then write to you with our **Final Viewpoint Letter**.

If you feel we have not resolved your complaint you can refer your complaint to **The Property Ombudsman**. This must be done within 12 months of receipt of your Final Viewpoint letter.

- You can also refer your complaint to The Property Ombudsman within 8 weeks of the date of receiving your complaint if it has not been resolved.
- The Property Ombudsman will then work with you and us, to make a final decision within 90 days (unless the complaint is complex)
- Please see the Property Ombudsman Consumer Guide which sets out who they are and the complaint process and timescale

[tripp-removals.co.uk](http://tripp-removals.co.uk)

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## Consumer Guide

Providing a free, impartial and independent service for the resolution of unresolved disputes between consumers and members.

### What we do

The Property Ombudsman (TPO) provides an impartial and independent service for resolving disputes.

The British Association of Removers Member firms (BAR) have opted into an agreement whereby their Member firms are members of TPO and we will apply the BAR/TSI Code of Practice which sets the standard expected from BAR Member firms.

The BAR/TSI Code of Practice can be found on our website, the BAR website or can be requested directly from the Member.

Our service is free of charge to consumers, who are able to withdraw their complaint at any stage of TPO's processes.

The Ombudsman does not regulate the removals industry that is the role of BAR, Trading Standards and the government. Her role is to provide redress for consumers, which aims to put them back into the position they were in before the complaint arose. The Ombudsman's powers do not allow her to fine or punish a BAR Member firm.

### What complaints can we consider?

- Poor or incompetent service.
- Infringement of your legal rights.
- Failure to follow the rules set for member firms under BAR/TSI's Code of Practice and membership obligations.
- Unfair treatment.

### What complaints can't we consider?

- Complaints which have not previously been referred to the BAR Member firm.
- Complaints against a Member firm who is not registered with BAR.
- Complaints being, or which have been, dealt with by a court or any other redress scheme
- Complaints concerning alleged criminal activity and/or negligence claims.
- Complaints requiring a full legal decision and/or legal sanctions.
- Complaints referred to TPO over 12 months from the date of the Member's 'final viewpoint' letter.
- Complaints that happened before the Member firm was registered with BAR.
- Complaints where the value of the claim is above £5,000.
- Frivolous or vexatious complaints.
- Outstanding insurance claims

### What happens if I have a complaint?

The Ombudsman must allow the Member firm the opportunity to resolve the issue themselves. Accordingly, you must:

1. Tell the Member firm why you are unhappy, setting out (in writing) the specific act or omission which has given rise to your dissatisfaction.
2. Let the Member firm know what you would like them to do to resolve your complaint.
3. Follow up any conversations in writing or by email, making a note of the date and time and who you spoke to.
4. Keep copies of all correspondence to and from you and the Member firm.

### What should the Member firm do?

All BAR Member firms are obliged to maintain and operate an in-house complaints procedure. The procedure must be in writing and explain how to complain to the Member firm and, if you remain dissatisfied, to the Ombudsman.

The key points they must adhere to are:

- Provide you with a copy of their complaints procedure on request (this may be available on their website).
- Abide by the timescales set out in the BAR/TSI Code of Practice.
- Produce their final viewpoint letter if they cannot resolve your complaint.

### When can you refer your complaint to us?

We can consider complaints:

- Once you have received the Member firm's final viewpoint letter, and you remain unhappy; or
- If eight weeks have passed since you first complained and the issues remain unresolved.



**The Property Ombudsman** Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

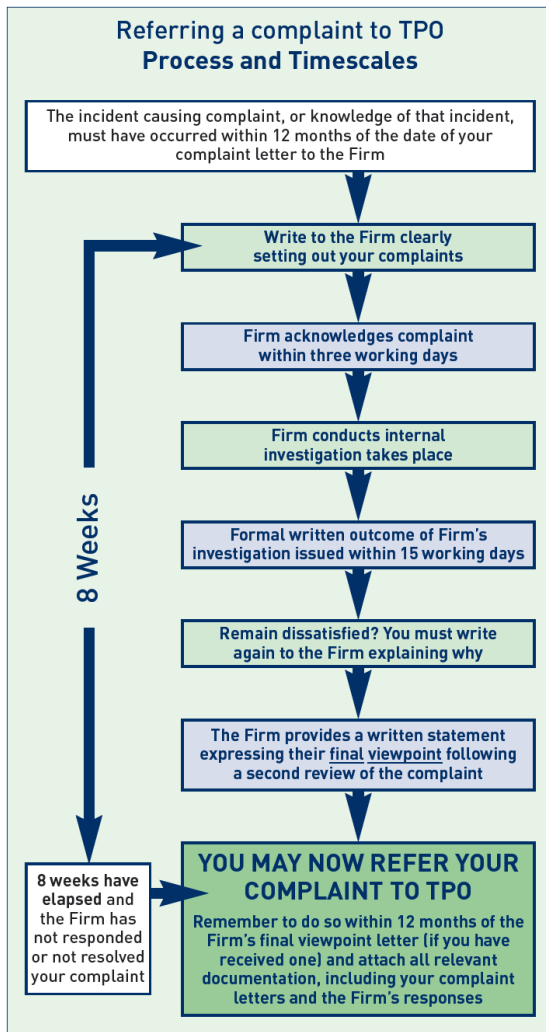
Consumer Enquiries Tel: 01722 333 306 Fax: 01722 332 296  
 Membership Enquiries Tel: 01722 335 458 Email: admin@tpos.co.uk Website: www.tpos.co.uk

Registered Office: The Property Ombudsman Limited, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP. Registered in England: 3339975.



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**What will TPO do when we receive your complaint?**

**Stage 1**

**First Contact** – We will confirm whether your complaint has completed the Member firm’s in-house complaint process and whether it can be considered under the Ombudsman’s Terms of Reference. Alternatively, we will signpost consumers to the most appropriate party if TPO is unable to deal with the dispute.

**Stage 2**

**Assessment and Resolution** – We will consider if the dispute is appropriate for resolution without a formal review. If it is, we will contact the parties and attempt to negotiate a resolution. If it is unlikely that a negotiated resolution could be reached or you reject the proposed resolution, we will contact the Member firm to request their file and their formal response to the complaint, and the complainant to request any other relevant information, before progressing the case to the formal review stage.

**Stage 3**

**Formal Review** – Once we have received all of the necessary information to compile a complete complaint file, the case is allocated to a Case Officer. Following a full and impartial investigation of the complaint, the Case Officer will draft a report with recommendations for the Ombudsman.

**Stage 4**

**Proposed Decision and Representation** – The Ombudsman considers the report and issues a Proposed Decision to the unsupported party first and then the supported party. Where the case is deemed to contain complex elements, this may occur after 90 days from the receipt of the complete complaint file. Each party is provided with the opportunity to accept or represent against the Proposed Decision.

**Stage 5**

**Final Decision and Award** – Following consideration of any new evidence, the Ombudsman will issue a Final Decision. If the complainant accepts the Final Decision and an award has been made, TPO will check that it has been paid by the Member firm. If the complainant does not accept the Final Decision, they remain free to pursue the matter elsewhere. BAR will also be provided with a copy of final decision.

**Further information**

Our website contains guidance to assist you in making your complaint to the Member firm.

It also provides links and contact details for other organisations that may be able to assist with your complaint, if the Ombudsman is unable to consider it:

**Consumer Advice Services** – such as Citizens Advice and Which?

**Industry Regulators** – such as Chartered Trading Standards Institute

**Industry Trade Associations** – such as the British Association of Removers

**Other Ombudsmen** – such as the Financial Ombudsman Service

**Contact us:**

The Property Ombudsman  
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Tel: 01722 333306  
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