

The details below in Part 1 are required for administration purposes. TPO ref \_\_\_\_\_  
 A copy of this form and attachments may be sent to the agent.

## Part 1 – About you

If you are an Authorised Person you will be required to provide a signed [Letter of Authority](#) to allow us to consider the complaint. An example is available in the Consumer Guidance section of our website.

### Your Details (lead complainant)

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Surname: \_\_\_\_\_

Email: \_\_\_\_\_

(Unless you indicate otherwise by providing a correspondence address, we will write to you via email. All email correspondence will be sent solely to the above email address).

Preferred Phone No: \_\_\_\_\_ Alternative Phone No: \_\_\_\_\_

### Correspondence Address (if applicable):

\_\_\_\_\_

\_\_\_\_\_

Post Code: \_\_\_\_\_

Any additional complainants must sign or type their name where indicated on page 9.

### Agent's Details:

Branch Trading Name: \_\_\_\_\_

Branch Trading Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### My relationship to the Agency is:

Seller  Buyer  Landlord  Tenant  Student

Authorised Person \_\_\_\_\_ (please specify)  Other \_\_\_\_\_ (please specify)

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

Complaints Enquiries: 01722 333 306 Email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk) [www.tpos.co.uk](http://www.tpos.co.uk) [@TPOmb](https://twitter.com/TPOmb) [facebook.com/PropertyOmbudsman](https://facebook.com/PropertyOmbudsman)

Membership Enquiries: 01722 335 458 Email: [membership@tpos.co.uk](mailto:membership@tpos.co.uk) | [accounts@tpos.co.uk](mailto:accounts@tpos.co.uk) | [membershipcompliance@tpos.co.uk](mailto:membershipcompliance@tpos.co.uk)

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

Are there any outstanding fees?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> N/A	Amount £ _____
Has a goodwill offer been made?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If yes, what was it: _____
Has a final viewpoint letter been received?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Did you accept the offer? <input type="checkbox"/> Yes / <input type="checkbox"/> No

**Has your dispute been referred to:**

Tenancy Deposit Scheme (TDS)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Court?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, has a court date been set?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Date: \_\_\_\_\_

Other referral? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Addresses of all Properties concerned:**

  
  
  
  
  
  
  
  
  
  

**What would resolve your dispute?**

These details are required for us to administer your complaint.

TPO ref \_\_\_\_\_

A copy of this form and attachments may be sent to the agent.

### Additional Information

#### Communicating with us

- We will always contact you via email or phone. If you would prefer us to communicate with you by post, please let us know.
- If you have a particular need in the way in which we communicate, please let us know and we will do our best to help, based on your needs.
- We can provide information in braille, large print or another language.
- By law, we must make reasonable adjustments to allow people with a disability to access our service. This is also part of our commitment to excellent customer service.
- If you need adjustments to enable you to access our service please let us know and we will do our best to help.

#### Additional Complainant:

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Surname: \_\_\_\_\_

#### Correspondence Address (if applicable):

\_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

**Note that we will only correspond with the lead Complainant using their contact details.**

Preferred Phone No: \_\_\_\_\_ Alternative Phone No: \_\_\_\_\_

#### Additional Complainant:

Title: \_\_\_\_\_ First name: \_\_\_\_\_

Surname: \_\_\_\_\_

#### Correspondence Address (if applicable):

\_\_\_\_\_  
\_\_\_\_\_

Post Code: \_\_\_\_\_

**Note that we will only correspond with the lead Complainant using their contact details.**

Preferred Phone No: \_\_\_\_\_ Alternative Phone No: \_\_\_\_\_

Complainant:	Agent:	TPO Ref:
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**PLEASE BE ADVISED, THE PROPERTY OMBUDSMAN CAN ONLY CONSIDER COMPLAINTS THAT HAVE BEEN PREVIOUSLY RAISED WITH THE AGENT IN WRITING.**

### Part 2 – Your specific complaints

**(Instruction: Please add a summary of your specific complaint in the numbered boxes below. To add further detail, please use the following additional sheets, clearly marking them with the relevant box number).**

Your Specific Complaints:	Property Involved: If more than 1 address	Date this took place	Date complaint was raised
1			
2			
3			
4			
5			
6			

Please note that the Ombudsman may not be able to consider your complaint if it has received a ruling elsewhere (such as in court). If a court date has been set, we may suspend our consideration until after the case is heard. If your complaint is of a legal, criminal or private nature The Property Ombudsman Scheme's Terms of Reference may preclude our consideration of the matter.

**Part 2 – Your Specific Complaint No:** \_\_\_\_\_

**Further Details**

**Part 2 – Your Specific Complaint No:** \_\_\_\_\_

**Further Details**

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**IF APPLICABLE, PLEASE INCLUDE ANY ADDITIONAL EVIDENCE THAT YOU WISH THE OMBUDSMAN TO CONSIDER ALONGSIDE THIS FORM AND LIST BELOW**

**Additional Evidence:**

- The Ombudsman will base their findings on the documentary evidence submitted\*.
- It is especially important to attach evidence in support of financial loss.
- Copies of formal complaint and responses.

\*Please ensure you send copies only, as it may not be possible to return originals.

**Submitting your complaint form electronically to TPO**

- Please ensure that the form is signed and that you have attached copies of any relevant supporting documentation. You should then submit the form and any attachments by email to us at [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

**Submitting your complaint form by post to TPO**

- If you are unable to complete this complaint form electronically, please print it out or contact us to obtain a hard copy by post.
- Please fill in the form by hand ensuring that you write clearly using a dark ball point pen.
- You can then either scan the form and any supporting documentation and send it by email to us at [admin@tpos.co.uk](mailto:admin@tpos.co.uk) or send the form and copies of the supporting documentation by post to the address on page 9.

If you need any help completing this form either electronically or by hand please let us know.

**Your authority**

- Submitting the complaint form gives us permission to obtain the agent's file which we use to review your complaint. If you are submitting this form on behalf of someone, in order for us to comply with our data protection obligations, we will require their written authority.
- [Click here](#) to download a Letter of Authority template from our website.

**Timescales**

- Your complaint must be received by TPO within twelve months of the date of the agent's final viewpoint letter. However, if there are exceptional reasons why you were unable to meet this deadline, you should enclose a covering letter explaining these reasons along with any relevant evidence

**Our assurance to you**

- You can be sure that your complaint will be reviewed thoroughly and fairly in accordance with The Property Ombudsman Scheme's Terms of Reference. The Ombudsman's final decision will be based entirely on the merits of the complaint.
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### Part 3 – Declaration, consent to request TPO to consider my/our complaint

**I/we would like TPO to consider my/our complaint in accordance with the TPO Privacy Policy for Complainants which is available to download from our website by [clicking here](#). I/we confirm that all the information I/we have given you is true and accurate to the best of my/our knowledge.**

Please ensure that each complainant completes this form to consent to the processing of their personal information in accordance with the TPO Privacy Policy for Complainants.

**PLEASE NOTE:** if you are submitting this form on behalf of someone else, TPO will require their written authority. A Letter of Authority template can be downloaded from TPO's website by [clicking here](#).

#### When a complaint is made to TPO

**By signing the box below, I/we consent to and understand that:**

It is necessary for TPO to process personal details about me/us, which may include sensitive information, in order for TPO to deal with my/our complaint effectively. In particular, TPO may send a copy of this form and all documents I/we have provided to the business I am/we are complaining about in order that they may answer the complaint and they will release their company file to TPO.

#### How personal information is processed by TPO

**I/we understand that:**

- It is necessary for TPO to process my/our personal information to consider our complaint in accordance with the [TPO Privacy Policy for Complainants](#);
- TPO may collate information about me/us that I/we submit via the TPO website and correspond with me/us by phone, email, by post or otherwise;
- TPO may need to exchange information about my/our complaint with others such as, but not limited to, the TPO Board, Trading Standards and PropertyMark in order to fulfil your duties to report breaches of the TPO Codes of Practice and help raise standards within the industry and/or for the purpose of legal proceedings and/or for disciplinary or other appropriate action and/or to deal with my/our complaint effectively;
- I/we will notify you if I/we have any preferences in relation to the way my/our personal data are disclosed to third parties, and preferences regarding the frequency, subject matter, and/or format of communications;
- Information used in considering my complaint may be retained for statistical analysis, for internal training purposes, as a source of precedents, or to assist in the investigation of future complaints. The information will not be used in a way that identifies me/us.

#### Access to personal information

**I/we understand that:**

- I/we can request access to, and deletion or correction of my/our personal information and/or I/we can request that my/our personal information is transferred to another person by emailing [dataprotection@tpos.co.uk](mailto:dataprotection@tpos.co.uk)

#### How personal information is stored and kept

**I/we understand that:**

- My/our personal information is stored and processed within the European Economic Area (EEA).
- TPO will not keep my/our personal information for longer than is necessary. This means that my/our personal information will be destroyed or erased from TPO's systems when it is no longer required.
- TPO may publish examples of where things can go wrong, based on real cases, but TPO will always respect my privacy and keep my/our personal information confidential.
- TPO handle complaints differently from the courts and usually settle disputes by writing to the two sides, not by holding hearings in person but resolving disputes by correspondence, unless an oral hearing is specifically requested and considered by the Ombudsman to be necessary.

#### Complaints about the way personal information is used

**I/we understand that:**

- If I/we have a complaint about the way my/our personal information is used, I/we will contact the TPO Data Protection Officer at [dataprotection@tpos.co.uk](mailto:dataprotection@tpos.co.uk)

By ticking this box, I/we confirm that I/we have understood and agree with these statements.  
**The Property Ombudsman cannot consider my complaint without my/our agreement.**

Signature: \_\_\_\_\_

(please sign or type name)

Date: \_\_\_\_\_



## ADDITIONAL SHEET

**Additional Claimants confirmation of the declaration detailed within the previous page.**

**I confirm that all the information contained on this form is true and accurate to the best of my knowledge and I agree to the statements detailed in the declaration in Part 3.**

By ticking this box, I confirm that I have understood and agree with these statements.  
**The Property Ombudsman cannot consider my complaint without my agreement.**

Signature: \_\_\_\_\_  
(please sign or type name)

Date: \_\_\_\_\_

By ticking this box, I confirm that I have understood and agree with these statements.  
**The Property Ombudsman cannot consider my complaint without my agreement.**

Signature: \_\_\_\_\_  
(please sign or type name)

Date: \_\_\_\_\_

**Before submitting this form please check that you have:**

- Included all evidence listed above
- Completed Part 2 of this form
- Completed and signed the declaration in Part 3 of the form  
(this can be either a handwritten or typed signature)
- Made a copy of this form to retain for your own records

**Now please return this completed form to us at:**

The Property Ombudsman  
Milford House  
43-55 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP  
Or via email at [admin@tpos.co.uk](mailto:admin@tpos.co.uk)