Putting things right

Our complaints procedure | Sales, lettings and property management

We aim to provide a professional, personal and reliable service. If something has gone wrong, we want to understand your concerns and have a fair opportunity to put matters right. We take complaints seriously, investigate them fairly and use what we learn to improve our service.

1. Tell us what has happened

Please contact Tom Watson, Managing Director, using the details below. This procedure is available to landlords, tenants, sellers, buyers and others affected by our agency services.

Email: info@wpg-properties.co.uk
Telephone: 0191 486 2414
Write to: Tom Watson, WPG Sales & Lettings, Heddon Banks Farm, Heddon Banks, Heddon-on-the-Wall, Newcastle upon Tyne, NE15 0BU

It helps if you include your name and contact details, the property address, what happened and when, any relevant correspondence or evidence, and the outcome you would like. You do not need to use legal language.

Email or letter provides a useful record, but we also accept complaints by telephone or in person. If you need help putting your concerns in writing, an accessible format or a representative to act for you, please tell us. We may ask for authority before discussing personal information with a representative.

2. Acknowledgement

We will acknowledge your complaint in writing within **three working days** of receiving it. We will confirm our understanding of your concerns, who is handling the complaint and whether we need further information.

3. Investigation and written response

Tom Watson will review the relevant file, correspondence and evidence, and seek information from those involved where appropriate. If the complaint concerns Tom personally, he will still address each issue fairly and explain his findings; independent external review is available through Property Redress under its rules.

We aim to send a full written response within **20 working days of our acknowledgement**. It will explain our findings, the reasons for our decision and any apology, corrective action or other remedy we propose.

If more time is needed, we will explain why, keep you informed and give a revised response date. A delay does not remove your right to approach Property Redress after the applicable eight-week period. Working days means Monday to Friday, excluding bank holidays in England.

If you remain unhappy

4. Our final response

If our response has not resolved your concerns, tell us which points remain outstanding and provide any additional evidence. We will consider these and aim to issue our final written viewpoint within **10 working days** of receiving your request. If our first full response is already our final viewpoint, we will make that clear.

Our final response will explain our position and how to contact Property Redress. You do not have to restart the eight-week period or wait indefinitely for further internal correspondence before seeking external help.

5. Independent redress

WPG is a member of **Property Redress**, membership number **PRS051066**. Its independent complaints service is free to consumers and covers eligible complaints within its rules.

First raise your complaint with us in writing and allow up to **eight weeks** for us to investigate and respond. If it remains unresolved after that period, you may refer it to Property Redress even if we have not issued a final response. If we issue a final response earlier, you may contact the scheme to check whether it can accept your complaint at that stage.

Contact Property Redress within **12 months of your last communication with us relating to the issues complained about**. Keep your complaint, our responses and supporting evidence. The scheme decides eligibility under its current conditions; contact it promptly if you are unsure about a deadline.

Property Redress
Website and complaint submission: www.propertyredress.co.uk/consumers
Telephone: 0333 321 9418
Email: info@propertyredress.co.uk
Post: Property Redress, Limelight, 1st Floor, Elstree Way, Borehamwood, Hertfordshire, WD6 1JH

Other concerns and your rights

Deposit deductions: the deposit protection scheme identified in your tenancy paperwork has a separate dispute process and deadlines. You can still complain to WPG about our service.

Personal information: direct privacy complaints to Tom using the contact details on page 1. We aim to acknowledge these within three working days and in any event within 30 days, investigate without undue delay and keep you informed. You can also contact the ICO at ico.org.uk/make-a-complaint or 0303 123 1113. Data-rights requests have separate statutory deadlines.

Urgent repairs or safety: continue to use your property's repair or emergency reporting arrangements; do not wait for a complaint outcome before reporting an urgent problem. This procedure does not affect your statutory rights or prevent you seeking independent advice or contacting an appropriate authority.

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