



**ESTATE AGENTS, LETTING AGENTS,
SURVEYORS & VALUERS**

www.tempertons.co.uk

23-25 HIGH STREET
NEWPORT
SHROPSHIRE
TF10 7AT

Telephone: (01952) 812519
sales@tempertons.co.uk
rental@tempertons.co.uk
survey@tempertons.co.uk

Date reviewed: June 2026

COMPLAINTS HANDLING PROCEDURE

Our aim is to provide the highest standard of service to all our customers. To ensure that your interests are safeguarded, we have a process in place by which any raised complaints are handled. This allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

If you have a complaint, then you may find below our guidance for making a complaint, we adopt the following procedure in dealing with that complaint:

STAGE ONE

The Partners/Owners have been appointed in this Office to deal with complaints, and you should not hesitate to contact them. Details are set out below:

A P TEMPERTON MRICS or N J HUGHES MRICS
23-25 HIGH STREET, NEWPORT, SHROPSHIRE. TF10 7AT
(01952) 812519
andrew@tempertons.co.uk or nick@tempertons.co.uk

We ask that you put your complaint in writing to make sure that we have a full understanding of the reasons for your complaint.

We will consider your complaint as quickly as possible and will acknowledge receipt of your complaint within 7 days. If we cannot give you a full response we will update you within 28 days.

STAGE TWO

If the complaint is from a consumer, in connection with agency matters (both Residential Estate Agency and Residential Lettings and/or Property Management) then we agree for this to be considered by The Property Ombudsman (TPOS) of which we are fully registered member.

NICHOLAS J HUGHES, MRICS

&

ANDREW P TEMPERTON, MRICS





The Property Ombudsman Services Limited is appointed to operate an Approved Redress Scheme under the Consumers, Estate Agents and Redress Act 2007. Their registered address is Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. Their website address is www.tpos.co.uk and details of how to contact them in connection with your complaint is found in their consumer guide at the above website.

If the complaint is from a consumer and/or business, or in connection with our surveying services and if you remain dissatisfied with any aspect of our handling of your complaint, then we will attempt to resolve this promptly through negotiations and otherwise agree to enter into mediation with you in accordance with the Centre for Effective Dispute Resolution (CEDR) Model Mediation Procedure, the mediation process operated by the Royal Institution of Chartered Surveyors.

If the complaint has still not been resolved to your satisfaction, we agree to the referral of your complaint to IDRS Ltd (formerly known as the Surveyors and Valuers Arbitration Scheme) together with a Neutral Evaluation Procedure for business-to-business surveying disputes. These schemes are operated by the Chartered Institute of Arbitrators, 24 Angel Gate, City Road, London EC1V 2RS from whom details of the Scheme may be obtained.

DATA PROTECTION COMPLAINTS

Should you wish to raise a complaint regarding the handling of your personal data, then you may do so by contacting us either by email or letter using the details provided below.

Data Protection Officer:

Name: **Nick Hughes MRICS**

Email: **nick@tempertons.co.uk**

Address: **23-25 High Street, Newport, Shropshire. TF10 7AT**

All data protection complaints will be acknowledged within 30 calendar days of receipt.

Complaints will be investigated promptly, fairly, and without undue delay, and the complainant will be informed of the outcome of the investigation as soon as reasonably practicable. A record of all complaints, investigations, decisions, and actions taken will be maintained.

If you remain dissatisfied with our outcome, then you have a right to make a complaint to the Information Commissioner's Office (ICO).

Information Commissioner's Office (ICO):

- Website: www.ico.org.uk
- Telephone: 0303 123 1113
- Address: Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF