



COMPLAINTS PROCEDURE

Updated October 2026. Applies to our sales, lettings and property management services.

We aim to give every client and customer a professional, first-class service. If something goes wrong, we want to hear about it so we can put it right and learn from it. This procedure explains how to complain, what will happen and how long it will take.

How to make a complaint

Please tell us about your complaint in writing (email or letter). Explain what went wrong, how you would like it to be resolved, and include as much detail as you can, such as dates, the names of any staff you dealt with, and copies of any supporting documents.

Email	sales@whitlocksestateagents.co.uk or lettings@whitlocksestateagents.co.uk
Post	The Complaints Manager, Whitlocks Estate Agents, 229 Pagham Road, Nyetimber, Bognor Regis, West Sussex PO21 3QD
Telephone	01243 262747

If you raise a complaint by phone or in person, we will make a note of it (including the date and time), send you a copy of this procedure and ask you to confirm the details in writing so that we can be sure we have understood it correctly. If you need this procedure in another format, or need help putting your complaint in writing, please let us know.

Stage 1 – Investigation

- We will acknowledge your complaint in writing within 3 working days of receiving it.
- Your complaint will be investigated by a senior member of staff who was not directly involved in the matter.
- We will send you a full written response within 15 working days of our acknowledgement. If we need longer, we will write to explain why and tell you when you can expect our response.

Stage 2 – Review

- If you are not satisfied with our Stage 1 response, please write to us explaining why and ask for your complaint to be reviewed.
- We will acknowledge your request within 3 working days, and your complaint will be reviewed by a Director or another senior member of staff who was not involved in the matter or the Stage 1 investigation.
- We will send you our final viewpoint letter within 15 working days of acknowledging your request. This letter brings our in-house complaints procedure to an end.

Our commitment: We aim to complete the whole procedure within 8 weeks of first receiving your complaint in writing.

Stage 3 – The Property Ombudsman

We are members of The Property Ombudsman (TPO) scheme for both sales and lettings. If you remain unhappy after receiving our final viewpoint letter, or if 8 weeks have passed since you first complained in writing and you have not received it, you can ask TPO to review your complaint independently. TPO's service is free for consumers.

- You must have completed our complaints procedure first (or waited 8 weeks).
- You must refer your complaint to TPO within 12 months of receiving our final viewpoint letter.
- Your complaint to us should normally be made within 12 months of the event you are complaining about, or of when you became aware of it.

The Property Ombudsman	Unit 159756, PO Box 7169, Poole BH15 9EL
Telephone	01722 333306 (Monday to Friday, 9am to 4.30pm)
Website	www.tpos.co.uk – complaints can be submitted online at www.tpos.co.uk/make-a-complaint

Our TPO membership number	D5578
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Complaints about how we use your personal data

If your complaint is about how we have handled your personal information, please contact us in the same way. We will acknowledge it within 30 days, investigate without undue delay, keep you updated and tell you the outcome. You also have the right to complain to the Information Commissioner's Office (ico.org.uk, 0303 123 1113). Our ICO registration number is ZA785834.

Our memberships

The Property Ombudsman (sales and lettings redress) • Propertymark – ARLA (lettings) and NAEA (sales)
 • Client Money Protection – a copy of our certificate is available on our website or on request • Tenancy deposits are protected with the Deposit Protection Service (DPS).

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