

IRPM takes complaints very seriously and works hard to resolve issues as quickly as possible. We are committed to providing a high-quality service, however we acknowledge that on occasions things can go wrong and that we can always learn from our mistakes.

HOW DO I MAKE A COMPLAINT?

If you have a complaint against IRPM itself, we ask that you put your complaint in writing to:

The Property Institute

3rd Floor, 2 – 4 St George's Road

Wimbledon

London SW19 4DP

Or by email to info@tpi.org.uk

Where your complaint is initially made orally you will be requested to send a written summary of your complaint.

In order that we can help resolve your concerns as quickly and efficiently as possible, we ask that you provide the following information:

- Your name, address, email address if possible, and a daytime telephone number on which you can be contacted.
- The name of the individual staff member within the company you have been dealing with if applicable.
- A clear description of your complaint, giving concise details of what you believe has gone wrong.
- Details of what you would wish us to put right.

WHAT HAPPENS NEXT?

Once we have received your written summary of the complaint, we will acknowledge receipt within 5 working days.

Your complaint will then be recorded in a central register for monitoring and management information purposes.

IF YOUR COMPLAINT RELATES TO IRPM AS AN ORGANISATION OR ITS STAFF

STEP 1

The Chief Operating Officer (COO) will conduct an internal investigation into your complaint, and will write to you within 25 working days to inform you of the outcome of the investigation into your complaint and to let you know what actions have been or will be taken. It is hoped this response will resolve the matter to your complete satisfaction.

WHAT CAN I DO IF I AM STILL NOT SATISFIED?

STEP 2

If the complaint has still not been resolved to your satisfaction by the COO, we agree to the review of your complaint by the Chief Executive Officer (CEO).

Please write within 25 working days of the COO's response to the CEO for a request for a review as matters outside of this time will not be considered.

You will receive an acknowledgement receipt within 5 working days to your request to review your complaint.

The CEO may then arrange to discuss this with you further and will write to you within 25 working days of this to confirm what took place and any solutions agreed with you, where appropriate.

The CEO's response will be full and final and no further discussions will be entered into.