

ACQUIRE.

CUSTOMER CARE

Complaints Procedure

Effective June 2026

We are committed to providing a professional service to all our clients and customers. If something goes wrong, we want you to tell us about it so we can put it right and improve our service. This procedure explains how to raise a complaint and what will happen at each stage.

Accessibility. Where appropriate, we make reasonable adjustments for anyone who may be disadvantaged — for example because of age, disability, health, bereavement, economic circumstances, or where English is not a first language. Let us know if you need the process adjusted and we will help.

OVERVIEW

The Three Steps at a Glance

STEP 1

Raise it with us

In writing — acknowledged in 3 working days

STEP 2

Ask for a review

Final viewpoint letter from a senior manager

STEP 3

Refer to the Ombudsman

Free, independent review by TPO

Stage	What happens	Timescale
Acknowledgement	When you send your complaint in writing, we acknowledge it and enclose a copy of this procedure	3 working days
Stage 1 — response	We investigate your complaint and send you a full written response from the branch	15 working days
Stage 2 — review	If you are not satisfied with our Stage 1 response, a senior manager/director reviews it and issues our final viewpoint letter	15 working days
Whole process	From receiving your complaint to our final viewpoint letter	No more than 8 weeks
Refer to TPO	If you are still not satisfied after our final viewpoint letter, you can refer the matter to The Property Ombudsman	Within 12 months of our final letter

STEP 1

Raise It With Us

If you have a complaint, please put it in writing (by letter or email) with as much detail as possible, including any reference numbers, dates and what you would like us to do to resolve it. Please send it to:

Acquire Estate Agents — Branch Manager

278 Battersea Park Road, Battersea, London, SW11 3BS

Telephone: **0207 228 2629**

Email: info@acquireliving.co

- We will acknowledge your complaint in writing within 3 working days of receiving it and enclose a copy of this procedure.
- We will investigate your complaint fully and fairly and send you a written response within 15 working days of our acknowledgement.
- If we need more time (for example, where the matter is complex), we will explain why and tell you when you can expect our response.

STEP 2

Ask for a Review

If you are not satisfied with our Stage 1 response, you can ask for a review. Please write to a senior manager or director (ideally within one month of our response), explaining why you remain unhappy and what you would like to resolve the matter.

- We will acknowledge your request within 3 working days and carry out a separate, senior-level review of your complaint.
- We will then send you our **final viewpoint letter** within 15 working days. This sets out our final position and completes our in-house complaints procedure.

Our aim is to complete the whole process — from receiving your complaint to issuing our final viewpoint letter — within 8 weeks.

STEP 3

Refer to The Property Ombudsman

Acquire Estate Agents is a member of The Property Ombudsman (TPO), an independent, government-approved redress scheme (registration no. **D01390**). If you remain dissatisfied after our final viewpoint letter — or if 8 weeks have passed since you first complained and the matter is unresolved — you can refer your complaint to TPO, free of charge.

- TPO will not normally consider a complaint until you have completed our in-house procedure, or until 8 weeks have passed since you first complained.
- You must refer your complaint to TPO within 12 months of the date of our final viewpoint letter, including any evidence to support your case.
- TPO's service is an alternative to court action. It looks at whether we acted fairly and reasonably; it does not make legal determinations.

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone: **01722 333 306**

Email: admin@tpos.co.uk

Website: www.tpos.co.uk

Tip: *if you accept any goodwill offer or reduced fee from us while still considering a referral, you may wish to do so “without prejudice” so that your right to refer to the Ombudsman is preserved.*