



## **Maria B Evans Property Management Ltd**

### **IN-HOUSE COMPLAINTS PROCEDURE 2025/26**

#### **IN ACCORDANCE WITH THE TPO GUIDELINES**

##### **Stage 1—Your Complaint**

Please put your complaint in writing either by letter or email and address it to –

**MARIA B EVANS PROPERTY MANAGEMENT LTD 34 TOWN ROAD CROSTON PR26 9RB**  
**Or via email to [RENTALS@MARIABEVANS.CO.UK](mailto:RENTALS@MARIABEVANS.CO.UK)**

Please include as much detail as possible, including dates, names of any members of staff you dealt with, the name of the company involved if it was a 3<sup>rd</sup> party contactor and where you are able to enclosing / attaching any supporting evidence.

##### **Stage 2—Our Acknowledgement**

Your complaint will be acknowledged, and we will start our in-house complaints process within **3** working days

##### **Stage 3—Our Investigation**

Your complaint will be investigated and a company director (or an appointed member of staff where applicable) will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days or receipt of the complaint

##### **Stage 4—Our Final Viewpoint**

Following your response our initial investigation into your complaint your response and any continuation of the complaint will be acknowledged within **3** working days. Following this a company director (or an appointed member of staff where applicable) will provide a further response or final written response addressing your specific complaints and proposing resolutions where appropriate within 15 working days of receipt of the continuation of the complaint

##### **Stage 5—The Property Ombudsman**

If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge as long as this is within a twelve month timeline. Tel: 01722 333306 ] [admin@tpos.co.uk](mailto:admin@tpos.co.uk) ] [www.tpos.co.uk](http://www.tpos.co.uk) ]

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