



Severn Trent Searches Complaints Procedure

Making a complaint

Here at Severn Trent Searches we aim to consistently provide the highest standards of care. If, however, you don't feel your expectations have been met then we are happy to receive all feedback which may help improve our services in the future.

In the first instance, please make us aware of any errors in the report or failings in our services and we will aim to rectify these as soon as possible. We aim to undertake the necessary action, as within our control, to put things right and, where possible, provide a revised search.

If you feel your complaint cannot be resolved informally through initial contact, you can implement our Complaints Procedure, below.

Stage 1

We will acknowledge receipt of your complaint within 2 working days. We will investigate the matter in detail and where possible we will provide a full written response within 10 working days of receipt of your complaint. Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

Stage 2

If you are still not satisfied with our response or action you can request a referral to Stage 2 and we will refer the matter to a Senior Manager for resolution. We will acknowledge receipt of your escalation within 2 working days. We will investigate the matter in detail and where possible we will provide a full written response within 20 working days of receipt of your complaint. Depending on the scale of investigation, should more time be required then we will keep you informed of the progress and update you with new timescales as necessary.

How to contact us

Complaints should be sent to:

E-mail: enquiries@severntrentsearches.com

Tel: 0115 971 3550

Post: Severn Trent Searches
Pure Offices
Sherwood Business Park
Nottingham
NG15 0DT

Severn Trent Searches is a trading name of **Severn Trent Property Solutions Limited**, a company of **Severn Trent Plc.**

Registered office: Severn Trent Centre 2 St. John's Street Coventry CV1 2LZ

Registered in England and Wales, company no. 02562471



The Property Ombudsman scheme

If you are not satisfied with the resolution offered in the final response then you may refer the complaint to The Property Ombudsman scheme (TPOs).

We will co-operate fully with the independent adjudicator during the consideration of a complaint by the TPOs and comply with any decision.

The Ombudsman can award compensation of up to £25,000 to you if the Ombudsman finds that you or your client has suffered actual financial loss, distress or inconvenience. In addition to the TPO redress scheme covering consumers, TPO will also provide redress for small businesses (including Charities and Trusts) that meet the following criteria:

- A small business (or group of companies) with an annual turnover of less than £3million.
- A charity with an annual income of less than £3million.
- A Trust with a net asset value of less than £3million.

How to contact The Property Ombudsman

Complaints should be sent to:

E-mail: admin@tpos.co.uk

Tel: 01722 333306

Website: www.tpos.co.uk

Post: Milford House
43-55 Milford Street
Salisbury
Wiltshire
SP1 2BP