

# Complaints

## Complaints Procedure for Moovinhome

At Moovinhome, we take all complaints seriously and aim to resolve them promptly and fairly. If you have a complaint, please follow the procedure outlined below.

### 1. Contact Us

In the first instance, please contact us by email or telephone to let us know the nature of your complaint. We will aim to resolve your complaint as quickly as possible and will respond to your complaint within 5 working days of receipt.

### 2. Formal Complaint

If you are not satisfied with the outcome of the initial contact, please put your complaint in writing and send it to us by email or post. Please include any relevant details and any correspondence you have received from us relating to your complaint.

### 3. Complaint Review

We will review your complaint and respond to you in writing within 10 working days of receipt of your written complaint.

### 4. Further Review

If you are not satisfied with the outcome of the complaint review, you may request that your complaint be reviewed further. Your complaint will be referred to a senior member of staff who will aim to resolve the complaint within a further 14 working days.

### 5. Alternative Dispute Resolution

If we are unable to resolve your complaint to your satisfaction, you may wish to refer your complaint to an alternative dispute resolution provider. We are a member of The Property Ombudsman Scheme (TPOS) and you can contact them via their website at [www.tpos.co.uk](http://www.tpos.co.uk).

### 6. Keep Records

We will keep a record of your complaint and our response in accordance with our data protection obligations. If you have any questions about our complaint's procedure, please contact us.