



**BENTLEY
HURST**

Complaints Procedure

Bentley Hurst Ltd is a member of The Property Ombudsman Scheme (TPOS) and is committed to delivering the highest standards of service. Should you have any concerns, we have a clear complaints process in place to ensure they are addressed promptly and fairly.

Stage One – Branch Manager

In the first instance, all complaints should be directed to the Manager of the branch you have been dealing with. Your complaint will be acknowledged in writing within 3 working days, and we will aim to resolve the matter as quickly as possible, and no later than 15 working days from initial notification.

Stage Two – Owner Review

If you remain dissatisfied following the branch response, you may escalate your complaint in writing to the Owner, James Favas. Your complaint will again be acknowledged within 3 working days, and a final written response will be provided within 15 working days.

Address:

Bentley Hurst Ltd
35B Whitworth Street West
Manchester
M1 5ND

Email: jfavas@bentleyhurst.co.uk

Stage Three – The Property Ombudsman (TPOS)

If you are still not satisfied after completing our internal complaints process, or if 8 weeks have passed since your initial complaint, you may refer the matter to The Property Ombudsman. This service is free of charge. Complaints must be submitted within 12 months of receiving our final viewpoint letter.

Additional Escalation – Propertymark

If required, complaints can also be submitted to Propertymark, who investigate breaches of professional conduct and membership rules.