How to make a complaint

We hope that you never have cause to complain about the service that you receive from us.

However, if you do wish to make a complaint, we ask that you follow the steps below.

Step 1

Please discuss why you are not happy with our service with the person you dealt with. Quite often they are best placed to resolve the matter quickly.

Step 2

If you remain dissatisfied, then please make a complaint in writing to our Head of Operations. You will find our contact details below.

We will acknowledge your complaint within 3 working days and investigate and report our findings back to you within 10 working days.

Step 3

If your complaint has not been dealt with to your satisfaction you can ask our Operations Director to review the outcome of Step 2. You will find our contact details below.

We will review the decision and report back to you within 10 working days.

Step 4

If you are still not satisfied with our final viewpoint (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

The Property Ombudsman
33 The Clarendon Centre
Salisbury Business Park
Dairy Meadow Lane
Salisbury
SP1 2TJ

admin@tpos.co.uk
01722 333 306

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.

You can write to us at: Winterbottom| Station Farm | Denton Road | Horton | NN7 2BG
You can e-mail us at: contactus@sharedownership-shop.co.uk
You can call us: 0330 113 3701

Version: November 2025