

TRH RESIDENTIAL COMPLAINTS PROCEDURE.



1) Speak with your direct point of contact

In order to resolve an issue its best to initially raise your concerns verbally or in writing with the member of staff you were dealing with directly at TRH Ltd.

SHOULD THE MATTER BE RESOLVED THIS CAN THEN BE LEFT – IF NOT PLEASE REFER TO STEP TWO OF THE TRH COMPLAINTS PROCEDURE.

2) Write to the line manager or Director of TRH Ltd.

As TRH residential is a new company the director will be acting as line manager. You will need to detail your complaint in writing to which the senior member of staff who will then go through and thoroughly investigate. A response will be provided within 3-5 working days which will include our final decision as a company and any offer or compensation offered. You can email at Jacob@trhresidential.com or by post 60 Balfour Road, Bromley, Kent, BR29SL

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3) Refer your complaint to SAFE AGENT

Should TRH final say not be of satisfaction you raise your complaint to the property ombudsman. Please note you will have to raise this within 12months of TRH final position. The property Ombudsman will only investigate the complaint should you have followed our complaints procedure.

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP12BP.

www.tpos.co.uk or 01722 333 306.

For further information you can reach a member of staff on
0207 205 2224 or email enquiries@trhresidential.com
60 Balfour Road, Bromley, Kent, BR29SL
COMPANY REG: 14259928



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