



The Commitment of Settio Property Experience

Settio is committed to providing a seamless experience for each and every customer and client. In exceptional circumstances, things may not go according to plan, and we welcome all feedback via our informal and formal structures to achieve complete client satisfaction.

How to provide feedback or escalate your complaint?

In the initial stages of any complaint, we would ask you to discuss your feedback with your direct point of contact within the business, usually your property or accounts manager. Should you not be satisfied with the response you have received from a member of a particular department, we would subsequently ask you to escalate your complaint to the head of that department.

What if my concerns are not being addressed satisfactorily?

In the unfortunate event you feel your complaint is not being addressed to your satisfaction, we would ask you to formalise your complaint by writing to the Directors at Settio Property Experience. This can be done via email to complaints@settio.co.uk or post to:

Settio Property Experience, Northspring Building, 70 Spring Gardens, Manchester, M2 2BQ

Once your complaint has been lodged, our directors will commit to an initial response within 3 working days following receipt of your letter or email. After that period, depending on the extent of your complaint, Settio and its Directors, alongside the relevant Head of Department, will complete a full investigation. We will endeavour to complete the investigation at the earliest opportunity to minimise any further stress, however we commit to providing you with a final viewpoint with a summary of the investigation within 2 weeks following the receipt of the complaint.

We ask you provide all information you have to hand to assist with any investigation. Any information which is omitted will cause a possible delay as this may need to be collated to assist with the investigation

The Property Ombudsman

The Property Ombudsman provides a free, impartial, and independent support to you when in dispute with Property Agents. They are here to help should you not be satisfied with our internal complaints procedure.

Following the escalation to the Directors, and the issuance of their final viewpoint, should you remain dissatisfied after the last stage of the in-house complaints procedure, or more than 8 weeks has elapsed since the complaint was first made, you may continue with the escalation of your complaint via the Property Ombudsman without charge:

The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP
01722 333 306
admin@tpos.co.uk

Please find a copy of a link to the Property Ombudsman which will provide you with further information on their role to assist with the process and ensure you have a channel for recourse. www.tpos.co.uk
Please do note that should you wish to lodge a complaint with The Property Ombudsman, you must ensure the internal complaints procedure has been followed and you have exhausted all channels within Settio Property Experience. You must also submit your complaint with The Property Ombudsman within 12 months of receiving the final viewpoint letter from the Directors of Settio Property Experience.