



Complaints Handling Procedure

Version: May 2026

This procedure explains how HOMELINK ESTATES LTD (“we”, “us”, “our”) handles complaints from clients and customers, and how you can take a complaint further if you remain unhappy with our response. We are committed to providing a high standard of service to everyone we deal with. When something goes wrong, we want to know about it so that we can put things right and improve our service.

1. Our Commitment

We take all complaints seriously and aim to resolve them fairly, promptly and in a spirit of openness. This procedure applies to complaints from buyers, sellers, landlords, tenants and any other party to a transaction we have been involved in, whether or not that person is our direct client.

A copy of this procedure is available on our website and will be provided free of charge on request.

2. Regulation and Redress

We are:

- **Members of Propertymark**, the professional body that sets standards of conduct for its members through its Conduct and Membership Rules. Our Propertymark membership number is [C0015138](#).
- **Members of The Property Ombudsman (TPO) scheme**, an independent, impartial and free redress scheme for resolving disputes between consumers and property agents that cannot be resolved directly with us. Our TPO membership number is [N01207](#).

Membership of an approved redress scheme is a legal requirement for all UK letting and estate agents. Details of TPO's service, and how to escalate a complaint, are set out in Section 5 below.

3. How to Make a Complaint

In the first instance, we encourage you to raise any concern informally with the member of staff handling your matter, as many issues can be resolved quickly this way.

If you remain unhappy, or prefer to raise the matter formally, please submit your complaint in writing, including as much detail as possible (for example, the property address, the names of staff involved, dates, and copies of any relevant correspondence), to:

Complaints contact	Stanley Onah (Office Manager)
Address	Homelink Estates Ltd 21B Accommodation Road, London, NW11 8EP
Email	enquiries@homelinkestates.com
Telephone	020 8209 1666

You may complain by letter or email. We recommend putting your complaint in writing, as this helps us investigate accurately and creates a clear record for both parties.

4. Our In-House Procedure

We operate a two-stage in-house complaints procedure, in line with Propertymark and TPO requirements. All complaints, whether made verbally or in writing, are logged on receipt.

Stage One: Initial Investigation

1. **Acknowledgement:** We will acknowledge your complaint in writing within **3 working days** of receipt, confirming who will be investigating it.
2. **Investigation:** Your complaint will be investigated by [the Office Manager](#), who was not directly involved in the matter complained of, wherever possible.
3. **Response:** We will send you a formal written response setting out our findings and, where appropriate, any proposed resolution, within **15 working days** of acknowledging your complaint.

Stage Two: Final Review

If you are not satisfied with our Stage One response, please tell us within a reasonable time and we will arrange for the complaint to be reviewed at a more senior level within the business.

1. **Review:** A director or senior manager not previously involved in the matter will review your complaint, our handling of it, and your reasons for remaining dissatisfied.
2. **Final Viewpoint Letter:** We will write to you with our final decision, including any offer of resolution, normally within a further **15 working days**. This letter will confirm that it represents our **“final viewpoint”** and will explain how, and within what timeframe, you may refer your complaint to The Property Ombudsman if you remain dissatisfied.

We aim to resolve all complaints, from initial receipt to final viewpoint, within 8 weeks. If, exceptionally, we are unable to meet this timescale, we will write to explain the reason for the delay and give a revised timeframe.

5. Referring Your Complaint to The Property Ombudsman

If you remain dissatisfied after receiving our final viewpoint letter, or if 8 weeks have passed since you first raised your complaint with us and it remains unresolved, you may refer the matter to The Property Ombudsman (TPO).

TPO provides an independent, impartial dispute resolution service, free of charge to consumers. Key points about referring a complaint to TPO:

- **Time limit:** You must refer your complaint to TPO within 12 months of the date of our final viewpoint letter.
- **Evidence required:** TPO will generally expect you to have completed our in-house complaints procedure (Stages One and Two) and to provide a copy of our final viewpoint letter, unless 8 weeks have elapsed without resolution.
- **Outcome:** Where TPO upholds a complaint, it may direct us to pay compensation and/or take other corrective action. Any award made and accepted by you is binding on us.

You can contact The Property Ombudsman as follows:

Website	www.tpos.co.uk
Post	The Property Ombudsman Unit 159756, PO Box 7169, Poole, BH15 9EL
Telephone	01722 333 306

6. Complaints About Conduct (Propertymark)

As Propertymark members, we are bound by Propertymark's Conduct and Membership Rules. If you believe we have breached these Rules, and the matter has not been resolved through our in-house procedure or TPO, you may also raise it with Propertymark, which can investigate potential breaches of its Rules and, where appropriate, take disciplinary action against member firms. Propertymark's complaints process does not provide for financial redress to consumers – for compensation, please refer your complaint to TPO as set out in Section 5.

Propertymark can be contacted at: [Arbon House, 6 Tournament Court, Edgehill Drive, Warwick CV34 6LG](#) or via www.propertymark.co.uk.

7. Record Keeping and Confidentiality

We record all verbal and written complaints at the time they are made and retain full records of complaints, our investigations, and their outcomes for a minimum of six years, in line with our regulatory obligations. Your complaint will be handled confidentially and in accordance with our privacy notice and applicable data protection law.

8. Vulnerable Customers

We recognise that some complainants may need additional support, for example because of age, disability, bereavement, language, or other circumstances. Please let us know if you need this procedure in a different format, or if you would like us to correspond through a representative, and we will do our best to assist.

9. Review of This Procedure

This procedure is reviewed at least annually to ensure it remains consistent with Propertymark and TPO requirements. This version was last reviewed on [28/05/2026](#).
