

# Complaints Procedure

At the GOTO group we hold our customers at the heart of everything we do. We endeavor to support you at every step of your journey with us. If, however, you feel that we have fallen short of your expectations, we will do whatever we can to resolve your issues and promise to be transparent in all dealings with you during this process.

If you believe we have made a mistake, or you are dissatisfied with the service you have received, then please let us know so that we can look to put it right.

## Our Procedure

### Stage 1:

If you are or have been unhappy with the service received by GOTO group, then please call and discuss this with a member of our staff in the first instance. You can do this by calling **01844 873300**.

If we are able to resolve your complaint the matter will conclude; however, if you remain unhappy you may request the matter is escalated to a Line Manager. The name of the Line Manager will be confirmed to you during your call.

### Stage 2:

The Line Manager will give full consideration to your complaint and contact you within 48 hours to discuss.

If the response is satisfactory the matter will conclude; however, if you remain unhappy you will be advised to refer the matter in writing to the complaint's manager:

✉ **[clientsupport@gotogroup.co.uk](mailto:clientsupport@gotogroup.co.uk)**

Or write to us on

🏠 **Customer Service Manager,  
The Hall Barn, Church Lane,  
Lewknor,  
Oxfordshire,  
United Kingdom,  
OX49 5TP**

### Stage 3:

Upon receiving your written complaint, you will be sent a letter of acknowledgement within 3 working days and a full investigation will be conducted by the Customer Service Manager.

A formal written outcome of their investigation will be issued within 15 working days (21 days) of your letter being received.

In all but exceptional cases, complaints will be dealt with by the end of an 8-week period following the receipt of your complaint, at which point GOTO group will have given you a final response letter. This letter will be accompanied by The Property Ombudsman Consumer Guide. Should you be satisfied with the outcome the matter will conclude; however, if we are unable to agree a resolve to your complaint you will have the opportunity to refer your complaint to the final stage of our complaints procedure, this being to refer the matter to The Property Ombudsman.

#### Final Stage – The Property Ombudsman:

 **The Property Ombudsman**  
**Milford House**  
**43-55 Milford Street**  
**Salisbury SP1 2BP**

 **01722 333306**

 **[www.tpos.co.uk](http://www.tpos.co.uk)**

Please note that The Property Ombudsman will not investigate your complaint before you have completed our complaints procedure first and received a letter from us issuing a final response.

The Property Ombudsman will consider your complaint and take into account any points already addressed by GOTO group. The Property Ombudsman may however refuse to investigate a complaint with reference to something that happened more than 12 months previously, or where you have referred your complaint to them more than 12 months following receipt of our response, settlement or final offer.

The Property Ombudsman's Office may attempt to settle the dispute by agreement between yourself and GOTO group. If this is unsuccessful, they will consider all relevant factors and make a decision according to what they believe to be fair in all circumstances.

The Property Ombudsman will send their decision both to you and GOTO group, following which you can accept or reject the decision provided. If you reject the decision of The Property Ombudsman your legal rights remain unaffected.