

Complaints Procedure

At the GOTO group we hold our customers at the heart of everything we do. We endeavour 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.

We will where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

Our Procedure

Raising concerns

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. 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 we will ask you put your complaint in writing, including as much detail as possible.

Written complaint – Stage One:

Please email the Customer Experience Manager:

clientsupport@gotogroup.co.uk

Or write to us on

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

GOTO Group is a trading name of Genle Limited
Genle Ltd. Registered Number: 9790404 - England.

T: 01844 873300 E: enquiries@gotogroup.co.uk

Registered Office: The Hall Barn, Church Lane, Lewknor, Oxfordshire, OX49 5TP

We will send you written acknowledgment of the receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by a senior member of our team who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of receipt of the original complaint.

Written complaint - Stage Two

If, following our written response, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.

We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

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.

Final Stage – The Property Ombudsman:

**The Property Ombudsman, 33 The Clarendon Centre, Dairy Meadow Lane ,
Salisbury SP1 2TJ**

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

www.tpos.co.uk/consumers/make-a-complaint

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, 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.

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.

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