



# Complaints Procedure

TM Group (UK) Limited is registered with the Property Codes Compliance Board as a subscriber to the Search Code. This means we are committed under the Code to handle any complaints speedily and fairly.

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer, if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, you may refer the complaint to The Property Ombudsman scheme (TPOs): Tel: 01722 333306, E-mail: [admin@tpos.co.uk](mailto:admin@tpos.co.uk).

We will co-operate fully with the Ombudsman during an investigation and comply with his decision.

Complaints should be sent to:

Anne Wood  
Customer Support Manager  
TM Group (UK) Ltd  
200 Delta Business Park  
Swindon  
Wiltshire  
SN5 7XD  
Email Address : [helpdesk@TMGroup.co.uk](mailto:helpdesk@TMGroup.co.uk)  
Telephone Number : 0844 249 9200

