



# Complaints Procedure

## Information for customers

### 1. Receiving Complaints

All complaints to be received by:

Anne Wood  
Customer Support Manager  
TM Group (UK) Ltd  
200 Delta Business Park, Swindon, Wiltshire, SN5 7XD

Email: [helpdesk@TMGroup.co.uk](mailto:helpdesk@TMGroup.co.uk)  
Telephone: 0844 249 9200

All complaints will be investigated by an appropriate employee of TM Group who will have the authority to settle complaints including offering redress where necessary or will have access to a Director to authorise any redress. At your request and with your written authority, we will liaise with anyone acting formally on your behalf.

### 2. Responding to Complaints (Time Limits)

Following receipt of the complaint, the complainant will receive:

- a) Within 5 working days
  - i. An acknowledgement letter confirming receipt of the complaint, giving the name and job title of the individual handling the complaint for TM Group. It will also outline the review process that will follow. At this point TM Group will inform the complainant that they will liaise with any relevant counselling organisation on their behalf where this is appropriate.
- b) Within 20 working days either:
  - i. A final response in writing or
  - ii. A holding response, explaining why the complaint has not yet been resolved and an indication of when to expect further contact.
- b) Within 40 working days
  - i. A final response in writing.
- c) If, due to exceptional circumstances beyond our control, we are unable to provide a final response within 40 working days the complainant will receive a written response which:
  - i. Explains why the complaint has still not been resolved giving the reasons for the further delay and provides an indication of when to expect a final response. In cases of further delay the matter will have been brought to the attention of a Director of TM Group who will intervene; and
  - ii. Informs the complainant, if the matter relates to Title Insurance, that they may contact the Financial Ombudsman (contact details provided below) if dissatisfied with the delay.

200 Delta Business Park | Swindon | Wiltshire | SN5 7XD

t 0844 249 9200 | e [helpdesk@tmgroup.co.uk](mailto:helpdesk@tmgroup.co.uk) | [www.tmgroup.co.uk](http://www.tmgroup.co.uk)

TM Property Searches Limited and TM Search Choice Limited are wholly owned subsidiaries of TM Group (UK) Limited ('TM Group').

Registered address: 200 Delta Business Park, Swindon, Wiltshire, SN5 7XD.

TM Group and its subsidiaries are appointed representatives of First Title Insurance plc which is authorised and regulated by the Financial Services Authority.

Company numbers: TM Group (UK) Limited: 05278187 | TM Property Searches Limited: 03775703 | TM Search Choice Limited: 05281723



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### 3. The Final Response

Once a final decision has been made by TM Group a final written response will be sent to the complainant, this response will:

- a) Offer redress or reject the complaint, and give reasons for doing so. Appropriate redress will not always involve financial redress as an apology may suffice in some cases.
- b) Inform the complainant that they can refer the matter (if related to Title Insurance) to the Financial Ombudsman Service if dissatisfied with the final response; this must be done so within 6 months. With this final response a copy of the Financial Ombudsman Service's explanatory leaflet will be enclosed.
- c) Indicate that if a reply is not received within 8 weeks of the final response then the complaint will be regarded as closed.

### 4. Compliance of Complaint Procedures with the Financial Ombudsman Service

All complaint records will be retained for a minimum period of 3 years from the date of its receipt of the complaint. Records will be reported to the Financial Services Authority twice a year as in accordance with the Financial Ombudsman Service.

**Contact details:**

The Financial Ombudsman Service  
South Quay Plaza 183 Marsh Wall London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Telephone: 0845 080 1800