

Statement Property Group Complaints Procedure V2.0 18.06.2026

As members of The Property Ombudsman, we are committed to taking your complaint seriously. If you have a complaint, please put this in writing to us in a letter or an email.

hello@statementproperty.co.uk

Complaints - 51 Sherborne Business Centre
East Mill Lane, Sherborne, Dorset, DT9 3DP

We will acknowledge receipt of your complaint and respond in line with the timescales and stages set out below.

The total process should take no longer than 8 weeks. If we can't resolve your complaint within this timeframe, you can refer it to the Ombudsman.

We can make reasonable adjustments for customers who may be disadvantaged or vulnerable. For more support, please contact us by emailing

hello@statementproperty.co.uk or calling 0333 1100 250.

Stage 1 – Your Complaint

Write to us about your complaint. Tell us when it happened, which staff members were involved and what we can do to resolve it. If you include any evidence, please tell us what you are sending and how it supports your complaint. This will help us understand your complaint better.

Stage 2 – Our Acknowledgement

Your complaint will be acknowledged within 3 working days, and we will begin our investigation. We may set out our understanding of your complaint here, so please tell us if we have misunderstood the problem.

Stage 3 – Our Initial Reply

We will provide a full reply to your complaint within 15 working days. We will do our best to address all concerns and we may propose a resolution if we are able to. If we need more time to investigate, we will let you know and tell you how long we expect this to take.

Stage 4 – Final Investigation

If you don't agree with our initial reply, please write back to explain why this is the case so that we can conduct our final investigation. Please point out what we have missed or misunderstood and why you may be unhappy with any resolution proposed. We can then issue a response confirming our final position on the matter. We will do this within 15 working days of receiving your second complaint. If we need more time, we will let you know and tell you how long we expect this to take.

Stage 5 – The Property Ombudsman

If we have not resolved your complaint, you can ask The Property Ombudsman to investigate. The easiest way to submit your complaint is through the Ombudsman's website: www.tpos.co.uk. You can also email admin@tpos.co.uk or telephone 01722 333 306 for assistance.