COMPLAINTS PROCEDURE - V4 2026

OVERVIEW

At Beercocks, we take great pride in our commitment to providing exceptional service and upholding the highest standards. As part of our ongoing efforts to improve, it's essential for us to listen to and address the feedback of our valued customers.

We are fully compliant with the regulations set forth by The Property Ombudsman, which ensures that clients have recourse to an independent body should they be unable to resolve a complaint with us directly.

Our aim is to resolve any complaints internally, and we hope to do so before the involvement of The Property Ombudsman becomes necessary. Please note that the property Ombudsman will only review your complaint once our internal complaints procedure has been exhausted and a final response has been issued to you.

MAKING A COMPLAINT

Should you have any grievances related to the service you have received, we encourage you to bring them to our attention as soon as possible. Please initiate this process by formally submitting your complaint in writing, either via letter or email, addressed to the Branch Manager.

Upon receipt of your complaint, we will promptly acknowledge it within 3 working days. Subsequently, a thorough investigation will be conducted, and we will provide you with a comprehensive response within 15 working days, outlining the findings of our investigation and any corrective measures taken or planned.

In the event that you remain dissatisfied with our initial response, your complaint will be escalated to a Senior Manager for further review. Should the matter persist unresolved, it will be escalated to a Director for a final response.

If, despite our best efforts, your complaint remains unresolved and you wish to escalate it further, you may direct it to The Property Ombudsman using the contact details provided below:

The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone: 01722 333306
Email: admin@tpos.co.uk
Website: tpos.co.uk

MAKING A DATA PROTECTION COMPLAINT

Should you wish to make a complaint regarding the handling of your personal data, then you may do so by contacting us using the email below. All data protection complaints will be acknowledged within 30 days of receipt.
Email: feedback@beercocks.com

Complaints will be investigated promptly, fairly and without any undue delays and you will be informed of the outcome of the investigation as soon as reasonably practical. A record of all complaints and outcomes will be maintained. If you remain dissatisfied with the outcome then you have a right to make a complaint to the Information commissioners office (ICO)

Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 03031231113
Email: admin@tpos.co.uk
Website: ico.org.uk

We are dedicated to resolving any issues you may encounter and appreciate your cooperation throughout this process.