

Complaints Procedure

Easymove EA Limited is committed to providing a professional, fair, and reliable service. However, we understand that sometimes things can go wrong.

If you are unhappy with any part of our service, please let us know so we can investigate the matter properly, respond clearly, and try to put things right.

How to Make a Complaint

Please contact us and explain what has happened, who you have dealt with, and what outcome you are looking for.

You can make a complaint by email, post, phone, or in person.

Complaints Officer

Easymove EA Limited
161 High Street North
London
E6 1JB

Email: enquiries@easymoveea.com

Telephone: 020 8470 0007

If you need help making a complaint, please contact us and we will do our best to assist. You may also ask someone to complain on your behalf, but we may require written confirmation that they have your permission to act for you.

What We Treat as a Complaint

A complaint is any expression of dissatisfaction about the service, action, or lack of action by Easymove EA Limited, our staff, or contractors acting on our behalf.

This may include concerns about:

- Poor communication
- Delays in responding
- Failure to resolve a reported issue
- The way a repair, tenancy, sale, letting, or management matter has been handled
- Conduct or behaviour of a member of staff or contractor
- A decision we have made

Where possible, we will try to resolve issues quickly and informally. If the matter cannot be resolved straight away, it will be handled under this complaints procedure.

Stage 1 – Initial Complaint Review

Once we receive your complaint, we will acknowledge it in writing within **three working days**.

Your complaint will usually be reviewed by the relevant manager or a suitable senior member of staff. They will investigate the issues raised, review any relevant records, and speak to the people involved where necessary.

We aim to send you a written response within **15 working days** of acknowledging your complaint.

If we need more time, we will explain why and tell you when you can expect a response.

Stage 2 – Senior Review

If you are not satisfied with our Stage 1 response, you can ask for your complaint to be reviewed again.

Your complaint will then be escalated to the Complaints Officer or another senior person who has not been directly involved in the original decision, where possible.

We will acknowledge your escalation within **three working days**.

We aim to send our final written response within **15 working days** of the complaint being escalated.

Our final response will explain:

- What we have investigated
- What we have found
- Whether we uphold all or part of your complaint
- Any action we propose to take
- Your right to refer the complaint to The Property Ombudsman if you remain dissatisfied

If You Are Still Not Satisfied

If you remain unhappy after receiving our final response, or if more than **8 weeks** have passed since you first made your complaint and the matter has not been resolved, you may be able to refer your complaint to The Property Ombudsman.

The Property Ombudsman

Milford House
43–55 Milford Street
Salisbury

Wiltshire
SP1 2BP

Website: www.tpos.co.uk

Telephone: 01722 333 306

Email: admin@tpos.co.uk

You should usually refer your complaint to The Property Ombudsman within **12 months** of receiving our final response.

Confidentiality and Fair Treatment

All complaints will be handled confidentially, fairly, and without discrimination.

We will consider the information provided by you, our staff, contractors, records, correspondence, and any other relevant evidence.

Client Money Protection and Redress

Easymove EA Limited is a member of:

Client Money Protect

Membership number: **CMP004756**

The Property Ombudsman

Membership number: **D02378**

Important Notes

We may not be able to investigate a complaint under this procedure if:

- The issue is already subject to legal proceedings
- The complaint is abusive, unreasonable, or vexatious
- The matter has already been fully investigated and responded to
- The complaint relates to something outside Easymove's control

We may update this complaints procedure from time to time.

Last updated: 02/06/2026