

GLYNN'S MANAGEMENT SERVICES LTD

Doncaster's Letting Agency

GMS — Glynn's Management Services Ltd

COMPLAINTS PROCEDURE — Full Policy Document

Prepared for: Teresa Glynn, Director

Version 1.0 | May 2026

INTRODUCTION & SCOPE

This Complaints Procedure applies to all complaints received by Glynn's Management Services Ltd (GMS) from landlords, tenants, applicants, and any other party affected by our services. It sets out our commitment to resolving complaints promptly, fairly, and transparently, and explains how to escalate a complaint to The Property Ombudsman (TPO) if you remain dissatisfied.

GMS is a member of The Property Ombudsman scheme and is bound by the TPO Code of Practice for Residential Letting Agents (England). This procedure has been designed to meet and exceed the requirements of that Code.

Last reviewed: May 2026 | Next review due: May 2027

Document owner: Teresa Glynn, Director

Glynn's Management Services Ltd is a member of The Property Ombudsman (TPO).

TPO Membership No: T14050

WHAT IS A COMPLAINT?

A complaint is any expression of dissatisfaction — whether written or verbal — about the service you have received from GMS or about the conduct of any member of our team. This includes dissatisfaction with:

- The standard or quality of our letting or management services
- The way a matter has been handled or communicated
- Fees, charges, or financial transactions
- The behaviour or conduct of GMS staff
- A failure to act on instructions or to meet agreed timescales

You do not need to use the word 'complaint' for us to treat your concern as one. If you are unhappy with any aspect of our service, please contact us and we will treat your concern with the same seriousness as a formal complaint.

OUR COMPLAINTS PROCESS — THREE STAGES

1	STAGE 1 — INITIAL COMPLAINT TO GMS Please raise your complaint in writing to our Director:
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Teresa Glynn, Director

Glynn's Management Services Ltd

Unit 7 Atlas Business Park, Balby Carr Bank, Doncaster, DN4 5JT

Email: teresa@gm-services.co.uk

Telephone: 01302 244104

To help us investigate your complaint efficiently, please include:

- Your full name and contact details
- The address of the property to which your complaint relates
- A clear description of your concern and the events leading to it
- Copies of any relevant correspondence, documents, or photographs
- What outcome you are seeking

WHAT HAPPENS NEXT:

- We will acknowledge your complaint in writing within 3 working days of receipt.
- A senior member of staff not directly involved in the matter will investigate your complaint.
- We will provide a full written response within 15 working days of receiving your complaint. In complex cases where this is not possible, we will write to you within 15 working days to explain the delay and confirm a revised date.
- All verbal and written complaints are recorded at the time they are made, in line with the TPO Code of Practice.
- We will deal with any properly appointed representative on your behalf.

2	STAGE 2 — INTERNAL ESCALATION & REVIEW If you are dissatisfied with our Stage 1 response, you may request a further internal review.
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A second, independent review will be conducted by a different senior member of our team who was not directly involved in the original matter or the Stage 1 response. This review will consider:

- Whether all relevant facts were taken into account at Stage 1
- Whether our response was fair and reasonable in the circumstances
- Whether any further steps or remedies are appropriate

We will provide a written outcome of the Stage 2 review within 15 working days of your request for escalation.

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STAGE 3 — FINAL VIEW & REFERRAL TO THE PROPERTY OMBUDSMAN

Following Stage 2, if you remain dissatisfied, we will issue a Final View letter.

Our Final View letter will:

- Set out our final position clearly and in full
- Include details of any offer made in settlement
- Confirm your right to refer the matter to The Property Ombudsman
- Confirm the 12-month deadline within which any TPO referral must be made

You may refer your complaint to The Property Ombudsman at any stage after our final view has been issued, or if your complaint has not been resolved within 8 weeks of first being raised with us.

THE PROPERTY OMBUDSMAN

Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Telephone: 01722 333 306

Website: www.tpos.co.uk

IMPORTANT: You must give GMS the opportunity to investigate and respond before referring to TPO. TPO will not normally consider a complaint made more than 12 months after our Final View letter.

WHAT TPO CAN AND CANNOT DO

The Property Ombudsman provides a free, impartial service for resolving disputes

between consumers and member agents. TPO can:

- Consider complaints from landlords, tenants, and applicants
- Award compensation of up to £25,000 where appropriate
- Require GMS to take corrective action or issue an apology

TPO cannot:

- Take enforcement action against GMS (this falls to Trading Standards and the Courts)
- Deal with complaints relating solely to legal disputes or court proceedings
- Consider a complaint that has already been decided by a court

OUR COMMITMENT TO YOU

GMS is committed to resolving complaints fairly, promptly, and with complete transparency. All complaints are treated as an opportunity to improve our service. Where we identify a failure in our service, we will:

- Acknowledge it clearly and without reservation
- Explain what went wrong and why
- Confirm what steps we will take to prevent a recurrence
- Offer appropriate redress where the failure has caused financial loss or distress

We will never discriminate against any person who raises a complaint and will not allow a complaint to affect the service we provide to that person in the future.

RECORD KEEPING

In accordance with the TPO Code of Practice, GMS maintains a written record of all complaints. Records are retained for a minimum of 6 years from the date of resolution. Our complaints log is made available to The Property Ombudsman on request.

ALTERNATIVE DISPUTE RESOLUTION

In addition to referral to TPO, you may also seek resolution of disputes through:

- The courts (for legal disputes concerning tenancy agreements, deposits, or property damage)
- The Tenancy Deposit Scheme (TDS) dispute resolution service — for disputes relating to the return of a tenancy deposit

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Member of The Property Ombudsman | Member of Propertymark | Member of TDS