

Complaints Procedure for White Horse Property Services (Maintenance and Inventories)

We are committed to providing a high-quality service and take complaints very seriously. If you are not satisfied with any part of our services please follow the procedure below.

1. How to Make a Complaint

You can submit a complaint by email to simon@whpropertyservices.co.uk
Please provide as much detail as possible, including:

- Your name and contact details
- A description of your complaint
- Any relevant order numbers, dates, or supporting documents

2. Acknowledgement

We will acknowledge receipt of your complaint within 2 working days.

3. Investigation

- Your complaint will be reviewed by the company directors.
- We may contact you if further information is needed.
- We aim to provide a full response within 10 working days. If this is not possible, we will update you with the reason and expected timeframe.

4. Outcome

- You will receive a written response explaining our findings and any actions we will take to resolve the issue.
- If appropriate, we may offer a remedy such as a correction, refund, replacement, or apology.

5. External Resolution

If you remain dissatisfied after our final response, you may have the right to escalate your complaint to an external body such as a regulatory authority, ombudsman, or dispute resolution service.

Continuous Improvement

We regularly review complaints to identify areas where we can improve our services and website.