

Complaints Procedure

At Moveup Properties we aim to provide our clients with a pleasant, informed and enjoyable property experience. However, regrettably there may be occasions where our service falls short of your expectations.

Making a complaint

- If you are dissatisfied with our service and are unable to resolve your issue after initial contact with us with, please put your complaint in writing to us, setting out your concerns by reference to any related documents – terms of business, tenancy agreement, inventory etc, and send to :

Complaints Handling DP
Moveup Properties
10 Duckworth Lane
Bradford
BD9 5EP

We will acknowledge receipt of your formal complaint within three working days of receipt. You will then receive a reply to your formal complaint within 15 working days of receiving your complaint.

If the reply you receive is still not satisfactory, you are able to contact the property ombudsman for an independent review into your complaint. Please see link below on how to report to the property ombudsman.

<https://selfserve.tpos.co.uk/>