Our commitment to you

We are committed to providing an exceptional and professional service to every client and customer. If you feel that we have fallen short of the standards you should expect, please tell us. We will listen carefully, investigate fairly and do everything reasonably possible to resolve your concerns.

HOW TO MAKE A COMPLAINT

Please send your complaint in writing by email or post, including as much detail as possible. It is helpful to include relevant dates, the property address, the names of anyone involved and copies of any supporting information.

PLEASE ADDRESS YOUR COMPLAINT TO

Complaints Manager

Fox Country Properties
5 Market Place, Market Bosworth
Nuneaton, CV13 0LF
marketbosworth@foxcountryproperties.co.uk
01455 890898

What happens next

1

Acknowledgement

We will acknowledge your complaint within three working days of receiving it. We will confirm the matters to be investigated and provide a copy of this procedure.

2

Investigation

A senior member of our team will review the relevant file, correspondence and evidence, and may speak with the members of staff involved. We aim to provide a formal written response within 15 working days of receiving your complaint.

3

Our written response

Our response will address the concerns raised, explain the outcome of our investigation and set out any action or resolution we consider appropriate.

If you remain dissatisfied

4 Review and final viewpoint

If you are not satisfied with our initial response, please contact us and explain the points you would like reviewed. Wherever practicable, a separate senior member of the team will carry out the review. We will provide our final viewpoint in writing within 15 working days of receiving your review request.

5 Independent review

If you remain dissatisfied after receiving our final viewpoint, or if eight weeks have passed since you first made your complaint and the matter has not been resolved, you may refer your complaint to The Property Ombudsman. There is no charge for using either our complaints process or the Ombudsman service.

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Consumer enquiries: 01722 333306

www.tpos.co.uk

FREE · IMPARTIAL · INDEPENDENT

Important time limits

- You must first give Fox Country Properties the opportunity to consider your complaint through this procedure.
- The Property Ombudsman generally requires the original complaint to have been raised within 12 months of the event concerned, or when you first became aware of it.
- You must refer the matter to The Property Ombudsman within 12 months of the date of our final viewpoint letter.

ACCESSIBILITY AND SUPPORT

We will consider individual needs and make reasonable adjustments where appropriate. If you need help submitting your complaint, information in another format or a different way to communicate with us, please let us know.

This procedure was reviewed in August 2026 with reference to The Property Ombudsman’s current complaints guidance. The Ombudsman’s eligibility rules and contact details may change; please consult tpos.co.uk for the latest information.