

Complaints Procedure

eXp World UK Ltd is a member of The Property Ombudsman Scheme (TPOS) and we are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

The aim of this process is to resolve any customer issues as quickly as possible. In the majority of cases, issues can be resolved quickly and amicably by the agent you have been dealing with. If you feel that your concerns can be resolved by the agent you have been dealing with, then please contact them initially and they will endeavour to do all they can to help.

Stage 1 – Compliance Department

If you feel that concerns & issues are unable to be resolved by our partner agent that you've been dealing with, then you can contact our client relations department. The address to email is:

clientrelations@exp.uk.com

We will acknowledge receipt of your complaint in writing, within three working days of receiving it, enclosing a copy of this procedure.

We will then investigate your complaint. This will normally be dealt with by a member of the eXp team, who will review your file and speak to the agent who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.

Stage 2 – Escalation

If, at this stage, you are still not satisfied, you should contact us again and we will escalate the complaint for a second and final review. Your concerns will be reviewed by someone who has not been involved in the initial review of your complaint. We will write to you with response, within 15 working days of receiving your request for a review, confirming our second, and final viewpoint on the matter.

Stage 3 – The Property Ombudsman

If you still remain dissatisfied with the outcome or you feel we have not sought to address your complaint within 8 weeks of receipt of your complaint, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306
www.tpos.co.uk
admin@tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

