THE AUCTION COMPANY (UK) LTD

Complaints Procedure

Version 2.0 · Effective 23 November 2026

Document	Complaints Procedure
Version	2.0
Status	Approved by Ray Purchase, Managing Director.
Effective date	23 November 2026
Supersedes	Complaints Procedure dated 21 November 2022
Applies to	Residential sales, commercial sales and auctions

1. Our commitment

We aim to give a professional, high-quality service to everyone we deal with. If something goes wrong, please tell us so we can put it right and improve our service. We take every complaint seriously, treat it in confidence and deal with it fairly and promptly. **There is no charge for making a complaint.**

We are a member of **The Property Ombudsman (TPO)** and follow the TPO Code of Practice. This procedure is available in our office and on our website, and on request.

Extra help. If you need us to make reasonable adjustments – for example because of age, illness, disability, bereavement, money worries, or because English is not your first language – please tell us. We can, for example, take your complaint by phone, write in large print, allow more time, or deal with someone you nominate.

2. How to make a complaint

- **Email:** compliance@theauctioncompany.co.uk
- **Post:** The Auction Company (UK) Ltd, 5 Regent Street, Rugby, Warwickshire, CV21 2PE (marked "Complaint")
- **Phone:** 0333 207 2707. We accept complaints made by phone or in person. We record them at the time and may ask you to confirm the details in writing, but we will not delay dealing with your complaint while we wait.

Please give as much detail as you can: the property address, what went wrong, the dates and the staff involved, what you would like us to do, and copies of any supporting documents.

Recording complaints. Every complaint, whether verbal or written, is recorded on our complaints log when it is made.

Representatives. Someone else, such as a relative, friend, solicitor or other adviser, can complain on your behalf. We will deal with any properly appointed representative once you have confirmed in writing that you authorise them to act for you.

3. Stage 1 – our investigation

1. **Acknowledgement:** we will acknowledge your complaint in writing within **3 working days** of receiving it, and tell you who is handling it.
2. **Investigation:** your complaint will be investigated promptly by our Managing Director, Ray Purchase. Where he was directly involved in the matter complained about, your complaint will instead be investigated by a director who was not, either Paula Merrigan or Howard Russell.
3. **Outcome:** we will send you a formal written outcome within **15 working days** of receiving your complaint. It will address each point you raised and set out any action or offer we propose.
4. **Delays:** if, exceptionally, we need longer, we will write to you before the deadline to explain why, tell you when you can expect our response, and keep you fully informed.

4. Stage 2 – separate review

If you are not satisfied with our Stage 1 outcome, please tell us, explaining why. Your complaint will then be given a separate and detached review by a director, either Paula Merrigan or Howard Russell, who was not directly involved in the transaction and who did not handle the Stage 1 investigation. We will send you the review outcome in writing within **15 working days** of receiving your request.

The Stage 2 response will be our **final viewpoint letter**. It will set out our final position, including any offer we make, and explain how to refer your complaint to The Property Ombudsman, including that you must do so **within 12 months of the date of our final viewpoint letter**.

5. The Property Ombudsman

If you remain dissatisfied after our final viewpoint letter, or if your complaint has not been resolved **within 8 weeks** of first making it, you can ask The Property Ombudsman to review it. The Ombudsman's service is free for consumers. The Ombudsman will decide whether your complaint falls within its Terms of Reference.

> **The Property Ombudsman**
> Unit 159756, PO Box 7169, Poole, BH15 9EL
> Telephone: 01722 333306 | Email: admin@tpos.co.uk | Website: www.tpos.co.uk

You do **not** have to pay any outstanding fees, commission or other costs before the Ombudsman will review your complaint, and we will never suggest otherwise.

6. Time limits and records

Please complain as soon as you can after the events concerned. If you complain more than 12 months later, we may find it harder to investigate, but we will consider whether you had good reason for the delay and whether we can still investigate fairly.

We keep records of complaints and their outcomes in line with our Data Protection Policy, and review them regularly to improve our service. This procedure is available for inspection by the Ombudsman and TPO Limited.

Company details: The Auction Company (UK) Ltd, registered in England and Wales, company number 12043088. Registered office: 5 Regent Street, Rugby, Warwickshire, England, CV21 2PE. Tel 0333 207 2707. www.theauctioncompany.co.uk