



# Property Searches

## Complaints Procedure

Thames Water Property Searches offers a robust complaints procedure.

Complaints can be made by telephone, in writing, by email [property.searches@thameswater.co.uk](mailto:property.searches@thameswater.co.uk) or through our website [thameswater.co.uk/propertysearches](https://thameswater.co.uk/propertysearches)

As a minimum standard Thames Water Property Searches will:

- endeavour to acknowledge any contact or complaint within 5 working days from receipt;
- endeavour to resolve any contact or complaint at the time of receipt. If this isn't possible, we will advise of timescales;
- investigate and research the matter in detail to identify the issue raised (in some cases third party consultation will be required);
- provide a response to the customer within 10 working days of receipt of the complaint;
- provide compensation, if no response or acknowledgment that we are investigating the case is given within 10 working days of receipt of the complaint;
- keep you informed of the progress and, depending on the scale of investigation required, update with new timescales as necessary;
- provide an amended search, free of charge, if required;
- provide a refund if we find your complaint to be justified; take the necessary action within our power to put things right.

If you want us to liaise with a third party on your behalf, just let us know.

If you are still not satisfied with the outcome provided we will refer the matter to a Senior Manager for resolution who will respond again within 5 working days.

If you are still dissatisfied with our final response, and in certain circumstances such as you are buying a residential property or commercial property within certain parameters, The Property Ombudsman will investigate your case and give an independent view. The Ombudsman can award compensation of up to £25,000 to you if he finds that you have suffered actual financial loss and/or aggravation, distress, or inconvenience because of your search not keeping to the Code. Further information can be obtained by visiting [www.tpos.co.uk](http://www.tpos.co.uk) or by sending an email to [admin@tpos.co.uk](mailto:admin@tpos.co.uk)



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[thameswater.co.uk/propertysearches](https://thameswater.co.uk/propertysearches)