**📬 Complaints Procedure**

**Customer Complaints Procedure – Open House VOWH**

We are committed to providing the highest standard of service. If you are unhappy with any aspect of our service, we want to hear from you.

**Step 1: Initial Complaint**

Please raise your complaint with your main point of contact or email us at:  
📧 office@openhousevoh.co.uk  
📞 01235644282

We aim to acknowledge your complaint within 3 working days and respond fully within 15 working days.

**Step 2: Escalation**

If you are not satisfied with our response, you may escalate your complaint in writing or by email to:  
**Joshua Moon – Director at Open House**

**Email:** [**jmoon@openhousevowh.co.uk**](mailto:jmoon@openhousevowh.co.uk)

**Address: 80 St Gabriels, Wantage, Ox12 8FL**

We will conduct a full review and respond within 15 working days.

**Step 3: Independent Redress**

If the matter is still unresolved, you may refer your complaint to our redress scheme:

**The Property Ombudsman**  
Website: [www.tpos.co.uk](https://www.tpos.co.uk)  
Email: admin@tpos.co.uk  
Phone: 01722 333306

You must refer your complaint within 12 months of our final response.