Pennys Estate Agents
Complaints Procedure

Last reviewed: September 2026 | Next review: September 2027

As members of The Property Ombudsman and Propertymark, we are committed to taking complaints seriously and dealing with them fairly, promptly and professionally.

If you have a complaint about our estate agency service, please put it in writing by letter or email. We will acknowledge your complaint and respond in accordance with the stages and timescales below. The total internal complaints process should take no longer than 8 weeks.

We can make reasonable adjustments for customers who may be disadvantaged or vulnerable. Please contact us if you need assistance in making your complaint.

How to contact us

Email: help@pennys.net

Telephone: 01395 264111

Post: Penny's Estate Agents Limited, 2 Rolle House, Rolle Street, Exmouth, Devon, EX8 2SN

Stage 1 - Your Complaint

Write to us about your complaint. Please tell us what happened, when it happened, which staff members were involved and what you would like us to do to resolve the matter. If you provide evidence, please explain what you are sending and how it relates to your complaint.

Stage 2 - Our Acknowledgement

We will acknowledge your complaint within 3 working days and begin our investigation. We may set out our understanding of your complaint so that you can tell us if we have misunderstood any part of it.

Stage 3 - Our Initial Reply

We will provide a full reply within 15 working days. We will address the concerns raised and may propose a resolution. If we need more time to investigate, we will tell you and explain when we expect to respond.

Stage 4 - Final Investigation

If you do not agree with our initial reply, please write back explaining why. Please identify anything you believe we have missed or misunderstood and why you remain dissatisfied with any proposed resolution. We will then conduct a final review and issue our final position within 15 working days of receiving your further complaint. If more time is required, we will tell you and explain when we expect to respond.

Stage 5 - The Property Ombudsman

If we have not resolved your complaint, or if the internal complaints process has not been completed within 8 weeks, you may ask The Property Ombudsman to investigate. The easiest way to submit a complaint is through The Property Ombudsman website at www.tpos.co.uk. You can also email admin@tpos.co.uk or telephone 01722 333 306 for assistance.

Stage 6 - Propertymark

If your complaint concerns a potential breach of Propertymark's Conduct and/or Membership Rules, you may also be able to refer the matter to Propertymark. Once you have received The Property Ombudsman's review, you have 6 months in which to refer your complaint to Propertymark. Further information is available from Propertymark's Professional Standards complaints information.

Data protection complaints

If your complaint concerns how Pennys has collected, used, stored, shared or otherwise handled your personal information, it will also be handled under our Data Protection Complaints Procedure. Details are contained in our Privacy Policy. Where a complaint contains both service and data protection issues, the relevant parts may be dealt with under both procedures.

Record keeping and review

We will keep an appropriate record of complaints, investigations, responses and outcomes. This procedure will be reviewed at least annually and sooner if there is a relevant change in legislation, regulatory guidance or our business.