



Complaints Procedure

Last updated: 4 March 2026

1. Our commitment to you

We want every person who uses tenant2owner.co.uk to have a positive experience. If something goes wrong, we want to know about it so we can put it right and learn from it, and that is why our founder will personally deal with every complaint; it is that important to us.

This procedure sets out how to raise a complaint, what we will do when we receive it, and the timeframes you can expect. It is written in plain English because we believe complaints procedures should be easy to understand, not hidden behind legal jargon.

We treat every complaint seriously. You will never be penalised or treated differently for raising one.

2. What this procedure covers

This procedure applies to complaints about any aspect of our service, including:

- The quality or content of our paid programmes (Sprint, Bootcamp and Accelerator)
- The behaviour or conduct of any member of the tenant2owner team
- Our free educational content, tools or resources
- How we have handled your personal data
- Billing, payments or refunds
- Communication (or lack of it)
- Any other matter relating to tenant2owner.co.uk

If your concern relates to another participant in a group programme, please raise it with us and we will handle it in accordance with the group conduct expectations set out in our Terms and Conditions.

3. How to raise a complaint

You can raise a complaint by **Email:** Patricia [at] tenant2owner [co.uk] (preferred, as it gives us a written record from the outset - leave out the square brackets and spaces)

When raising your complaint, it helps us if you include:

1. Your full name and contact details
2. The programme or service your complaint relates to
3. A clear description of what has gone wrong
4. When it happened (dates and times if possible)
5. What you would like us to do to put it right

4. What happens next

We follow a structured process to make sure every complaint is handled fairly, thoroughly and promptly.

Stage	What happens	Timeframe
1. Acknowledgement	We confirm receipt of your complaint and tell you who will handle it	Within 2 working days
2. Investigation	We look into what happened, review records and gather relevant information	Days 3 to 15
3. Response	We send you a detailed written response with our findings and any proposed resolution	Within 15 working days of receipt
4. Review (if needed)	If you are not satisfied, you can ask for a review by a senior member of the team	Within 10 working days of your request
5. Final response	We send a final written response confirming our position	Within 8 weeks of original complaint at the latest

Stage 1: Acknowledgement (within 2 working days)

We will acknowledge your complaint in writing within two working days of receiving it. Our acknowledgement will confirm:

- That we have received your complaint
- The name of the person who will be handling it (the “complaints handler”)
- What will happen next
- The expected timeframe for our response

Wherever possible, the complaints handler will be someone who was not directly involved in the matter you are complaining about, to ensure impartiality.

Stage 2: Investigation (days 3 to 15)

The complaints handler will investigate your complaint. This may involve:

- Reviewing programme records, correspondence and any relevant materials
- Speaking to any member of the team involved
- Reviewing recordings of sessions (where available and relevant)
- Contacting you to ask for further details or clarification

We may contact you during this stage to discuss your complaint informally. Sometimes issues can be resolved quickly through a conversation. If we are able to resolve the matter to your satisfaction at this stage, we will confirm the outcome in writing and close the complaint.

Stage 3: Written response (within 15 working days)

If the matter is not resolved informally, we will send you a detailed written response within 15 working days of receiving your original complaint. This response will include:

- A summary of your complaint as we understand it
- What we found during our investigation
- Whether we uphold your complaint (in full or in part) or do not uphold it, and why
- Any action we propose to take to put things right
- Any changes we will make to prevent the same issue arising again

Possible remedies may include: a full or partial refund, additional support or sessions, a formal apology, changes to our processes, or any other resolution that is fair and proportionate in the circumstances.

If we need more time to investigate (for example, because the matter is complex or we are waiting for information), we will let you know before the 15-day deadline, explain the reason for the delay, and tell you when you can expect our response.

Stage 4: Review (if you are not satisfied)

If you are not satisfied with our response, you may request a review. To do so, write to us within 14 days of receiving our Stage 3 response, explaining why you remain dissatisfied and what outcome you are seeking.

Your complaint will be reviewed by a senior member of the tenant2owner team who was not involved in the original investigation. They will consider:

- Your original complaint and all supporting information

- The Stage 3 response and the reasoning behind it
- Your reasons for requesting a review
- Whether the investigation was fair and thorough
- Whether the proposed remedy was reasonable

The reviewer will provide a written decision within 10 working days of your request.

Stage 5: Final response (within 8 weeks)

In all cases, you will receive a final written response no later than 8 weeks from the date we received your original complaint. This is our final position on the matter.

5. If you are still not satisfied

If you remain dissatisfied after completing our internal complaints procedure, you have the right to escalate your complaint externally. Depending on the nature of your complaint, the following options may be available to you:

Alternative Dispute Resolution (ADR)

Under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015, we are required to inform you of a certified ADR provider. While we are not obliged to use ADR, we are willing to consider it on a case-by-case basis if we believe it would help resolve the matter fairly.

The Property Ombudsman (if applicable)

If your complaint relates to a property-related service and falls within the scope of The Property Ombudsman, you may be able to refer your complaint to them. Details are available at www.tpos.co.uk.

Trading Standards

You can contact Citizens Advice (www.citizensadvice.org.uk or 0808 223 1133) who can refer your matter to Trading Standards if appropriate.

Court action

You always have the right to take your complaint to court. For claims up to £10,000 in England and Wales, the small claims track is designed to be straightforward and does not usually require a solicitor. Details are available at www.gov.uk/make-court-claim-for-money.

Important: we strongly encourage you to complete our internal procedure before taking any external action. In most cases, we are able to resolve complaints to the satisfaction of both parties without the need for escalation.

6. How we record and learn from complaints

We maintain a confidential record of all complaints received, including:

- The date the complaint was received
- The nature of the complaint
- How it was investigated
- The outcome and any remedy offered
- Whether the complainant was satisfied with the resolution
- Any changes made as a result

We review our complaints record regularly to identify patterns, recurring issues or areas where we can improve our service. Complaints are a valuable source of feedback and we use them to make tenant2owner better for everyone.

7. Confidentiality

All complaints are handled in confidence. We will only share information about your complaint with those who need to know in order to investigate and resolve it. We will not disclose your complaint to other programme participants.

If your complaint involves the conduct of another participant, we may need to speak to that person as part of our investigation. If so, we will discuss this with you first and handle the matter with appropriate sensitivity.

8. Unreasonable or persistent complaints

We are committed to dealing with all complaints fairly and proportionately. However, we reserve the right to manage complaints that we reasonably consider to be:

- Vexatious, abusive or threatening in tone
- Repeatedly raising the same issue after a final response has been given with no new evidence
- Making unreasonable demands on our time and resources

If we consider a complaint to be unreasonable, we will explain our reasons in writing and may limit our further engagement. This does not affect your right to escalate to an external body.

9. Contact details for complaints

Complaints Handler: Patricia Ogunfeibo

Email: Patricia [a] tenant2owner [.co.uk] – no square brackets or spaces

Website: tenant2owner.co.uk

Our promise to you

We would always rather hear about a problem than have you walk away unhappy. If something has gone wrong, tell us. We will listen, we will investigate, and we will do our best to put it right.

tenant2owner.co.uk

Empowering tenants to own their future.