

Doorsteps.co.uk - Complaints Procedure

We strive for the best customer service and want you to be happy with our levels of service. However, there may be instances where we do not get things right for you. If you are not happy with us and wish to make a complaint, please see our complaints procedure below.

We're also a member of The Property Ombudsman Scheme (TPOS) and follow their Code of Practice which can be found here.

Please send your complaint to info@doorsteps.co.uk. You will get a written response from us within 5 working days. Within this response, we will inform you whether this is a full response or a response to let you know that we will get back to you within 21 working days.

We will then look to call or email you to fully resolve the complaint within a similar time frame to the above. If you still have concerns, you would then be free to contact The Property Ombudsman Scheme (who will only investigate complaints that can't be resolved by the company itself).

It is not appropriate to post negative reviews on social media or online review platforms in relation to any service issues which you may encounter. Your instructions are accepted by Doorsteps on the basis that you will not post any such online reviews and that all service issues will remain privileged between us and dealt with in accordance with our internal Complaints Procedure. Failure to adhere to this contractual requirement may result in legal proceedings and a commensurate claim for damages for such a breach of our contractual terms of engagement.