

Complaints & Standards

Last Updated: 15 April 2025

At **Gatekeeper**, we are committed to delivering exceptional service built on decades of experience and local market knowledge. We work to the highest professional standards and aim to get things right the first time. However, if something doesn't meet your expectations, we want to know, and we'll do our best to make it right.

Our Professional Commitment

Gatekeeper is proud to be regulated by:

- The Property Ombudsman (TPO)
- Propertymark
- Client Money Protection (CMP) scheme

All client money is handled in accordance with the rules of the **Propertymark Client Money Protection Scheme**.

How to Make a Complaint

We take complaints seriously and have a structured process in place to ensure your concerns are handled fairly, consistently, and promptly.

Stage 1 – Speak to Your Manager

If you're unhappy with any aspect of our service, we recommend first contacting your **Property or Sales Manager**. Most issues can be resolved quickly and informally at this stage.

Stage 2 – Submit a Formal Complaint

If the matter remains unresolved, you can escalate your complaint by contacting us in one of the following ways:

By Telephone

01793 536 536

By Email

- For Sales: enquiry@gatekeeper.co.uk
- For Lettings: pct@gatekeeper.co.uk

By Post

Gatekeeper Complaints, 4 Kingfishers Court, Northfield Farm Lane, Witney, OX28 1UE

To help us resolve your concerns as efficiently as possible, please include:

- Your full name, address, and contact number
 - The name of the person or team you've been dealing with
 - A clear summary of the issue
 - What outcome you would like to see
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What Happens Next?

- We will **acknowledge your complaint within 3 working days**
 - A **Director** will carry out a thorough investigation and respond in writing **within 15 working days**
 - If your complaint is still not resolved, you can request a review by another Director, who will respond within a further **15 working days**. This will be considered our **Final Viewpoint**.
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Still Not Satisfied?

If, after receiving our Final Viewpoint, you remain dissatisfied, you may refer your complaint to our redress scheme:

The Property Ombudsman (TPO)

You must contact them **within 12 months** of receiving our final response.

Contact Details:

The Property Ombudsman, Milford House, 43–55 Milford Street, Salisbury, Wiltshire. SP1 2BP

- **Phone:** 01722 333306 **Email:** admin@tpos.co.uk **Web:** www.tpos.co.uk

This is a **free and impartial service**. By submitting a complaint to the Ombudsman, you agree that Gatekeeper may share relevant information with them to support the process.

Feedback & Reviews

Your feedback is invaluable in helping us improve. We encourage all our customers to share their experiences via **Google** or **Trustpilot** reviews — your voice helps shape our service and support future clients.

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