



Complaints Handling Procedure

Direct Marketplace Limited (trading as BuyAssociation)

We are committed to providing a high-quality service to all our clients. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

Most of the time, if you let us know about a problem, we will be able to resolve this for you very quickly. However, we recognise that in some instances, it is important that you are able to raise an issue more formally with us so that we can investigate and resolve the issue with you.

What is a complaint?

You may have a complaint if you are unhappy with the provision (or failure of provision) of our services, or those provided by one of our suppliers, which has resulted in (or may result in) financial loss, material distress or material inconvenience.

If you have a complaint, please email complaints@bamarketplace.com. We take every complaint very seriously. When making a complaint, please provide details outlining the following information:

- The date of the complaint;
- The nature of your complaint;
- Your contact details; and
- Any additional information.

What happens when a complaint is made?

- We will send you a written acknowledgement confirming the receipt of your complaint **within 3 business days**, enclosing a copy of this procedure.
- We will then investigate your complaint. A formal written outcome of our investigation will be sent to you **within 15 business days** of receipt of the original complaint.
- If, at this stage, you are still not satisfied, you may contact us again and we will arrange a separate review to take place by a senior member of staff. We will write to you **within 15 business days** of receiving your request for a review, confirming our final viewpoint on the matter.

What if I am not satisfied with the resolution?

If, for whatever reason, you are unhappy with our response, or more than 8 weeks have elapsed since the complaint was first made, you may be able to refer your complaint to The Property Ombudsman for an independent review, free of charge (contact details below).

Phone: +44 17 2233 3306

Email: admin@tpos.co.uk

Website: <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

Post: The Property Ombudsman, Unit 159756, PO Box 7169, Poole, BH15 9EL

The Property Ombudsman will not consider your complaint until our internal complaints procedure has been exhausted and you have received our final viewpoint letter.

If you do not refer your complaint within **12 months** of the final viewpoint letter, The Property Ombudsman will not be able to consider your complaint except in exceptional circumstances.