



**A Company Registered in England & Wales**

**Registration No. 14467886**

**Registered office address:**

**Unit 2 Guards Avenue, Caterham On The Hill, Surrey, United Kingdom, CR3 5XL**

## **COMPLAINTS PROCEDURE**

On Point Data Ltd is registered with the Property Codes Compliance Board as a subscriber to the Search Code. A key commitment under the Code is that firms will handle any complaints both speedily and fairly.

If you want to make a complaint, we will:

- Acknowledge it within 5 working days of receipt.
- Normally deal with it fully and provide a final response, in writing, within 20 working days of receipt.
- Keep you informed by letter, telephone or e-mail, as you prefer if we need more time.
- Provide a final response, in writing, at the latest within 40 working days of receipt.
- Liaise, at your request, with anyone acting formally on your behalf.

If you are not satisfied with our final response, or if we exceed the response timescales, you may refer the complaint to The Property Ombudsman scheme (TPOs):

Tel: 01722 333306

<https://www.tpos.co.uk>

email: [admin@tpos.co.uk](mailto:admin@tpos.co.uk)

We will co-operate fully with the Ombudsman during an investigation and comply with his final decision.

Complaints should be sent to:

Kevin Johnson – Director

On Point Data Ltd

Export House, 5 Henry Plaza, Victoria Way, Woking, GU21 6QX

Office T: 0300 373 2533

[kevin.johnson@onpointdata.co.uk](mailto:kevin.johnson@onpointdata.co.uk)

# DOCUMENT VERSION CONTROL

## Key Document Summary

Document Status	Live
Process / Document Owner	Kevin Johnson
Approval By	
Date Approved	16 <sup>th</sup> December 2025
File Name / File Location	<a href="https://onpointdata365.sharepoint.com/sites/OnPointDataCompliancePolicies">https://onpointdata365.sharepoint.com/sites/OnPointDataCompliancePolicies</a>
Minimum scheduled review period	Annual
Next Scheduled Review Date	22 October 2026

## Purpose of the Document

Our Complaints procedure provides details of who to contact in the event of a complaint needing to be made and sets the expectation for the complainant. It is PCCB compliant and based on their template.

## Document Draft History

Date	Version & Status	Reviewers	Action
16 Dec 2025	One; Live		

## Document Annual Review History

Date	Version & Status	Reviewers	Action