



If you aren't happy, neither are we.

Yellow Wellies – Complaints Procedure

At Yellow Wellies, we aim to deliver a supportive, professional and transparent service for all clients, landowners and partners. If something doesn't go as expected, we want to resolve it quickly and fairly.

Stage 1 – Informal Resolution

If you have a concern, we invite you to contact Danielle in the first instance. We are committed to keeping you happy, so if something isn't up to the standard you expect, we genuinely welcome the chance to discuss it. Talking openly helps us put things right quickly and improve the way we work.

Danielle will aim to resolve the matter promptly and informally so you feel confident and satisfied moving forward. Please call us on: 07359730026

Stage 2 – Formal Complaint (20 Working Days)

If the issue cannot be resolved informally, you may make a formal complaint in writing. You can contact us at: complaints@theyellowwellies.co.uk

Once received, we will:

- Acknowledge your complaint within 3 working days
- Conduct a full internal review
- Provide a written response within 20 working days

Because our work often involves liaising with legal teams, planning consultants and other professionals, there may occasionally be delays that are outside of our direct control. If this happens, we will keep you fully updated.

All formal complaints are reviewed from more than one perspective to ensure fairness, transparency and a balanced decision. This helps us complete a thorough and impartial investigation before issuing our final response. If additional time is required due to the complexity of the matter, we may request an extension of up to 10 additional working days, and we will notify you of this in writing.

Stage 3 – The Property Ombudsman (TPOS)

If you are not satisfied with our final response, or if 8 weeks have passed since your formal complaint was first submitted, you may refer your case to:

The Property Ombudsman (TPOS)

This service is free, and they will independently review your complaint and provide a final decision. Further details can be found in our privacy policy.