

Complaints Procedure

Version 1.1 | Updated 6 October 2026

Our commitment

We aim to provide a clear, professional and fair service. If something goes wrong, we want to hear about it and have the opportunity to put it right. Complaints are handled free of charge and without unfair treatment. This procedure covers property sourcing, introductions, co-sourcing, Auction Ready analysis, bespoke analysis and preliminary development appraisals, including communications, fees and personal information.

1. How to complain

Contact Michele Williams, Founder & Director, at info@aurapropertydeals.online, using "Complaint" in the subject line. You can also complain verbally through your usual Aura contact. We will record your concerns and confirm them in writing if you cannot do so yourself. You do not need a special form or to attempt informal resolution first.

Please give your name, preferred contact details, the service or property involved, what happened and when, supporting documents and the outcome you would like. We can assist you, agree reasonable adjustments and communicate with an authorised representative.

2. Acknowledgement and investigation

We will acknowledge your complaint in writing within three working days of receipt, provide this procedure and identify the person handling it. Working days are Monday to Friday, excluding public holidays in England and Wales.

We will examine relevant agreements, reports, correspondence and other evidence. We will provide a written investigation outcome within 15 working days of receiving your complaint, explaining our findings, reasons and any proposed remedy. Remedies may include correcting information, an apology, improvements to our service or an appropriate refund.

If additional time is necessary, we will explain why, give a revised response date and provide updates at least every 10 working days. Requests for information or a review do not restart the original eight-week period.

3. Review and final response

If you remain dissatisfied, email info@aurapropertydeals.online explaining the unresolved points and providing any additional evidence. We will acknowledge your review request within three working days and provide our final viewpoint letter within 15 working days of receiving the request.

Aura is operated by a sole director and has no separate internal management tier. Michele Williams will reconsider the evidence and reasons afresh. Where appropriate and available, a reviewer who was not involved may assist, subject to confidentiality and lawful information sharing. A review by the same director is not an independent review.

Our final viewpoint letter will address the complaint issues, state our final position and any remedy, and explain how to refer the matter to TPO. Our internal process should take no longer than eight weeks from receipt of the original complaint. You do not have to complete another internal review after that period to seek external redress.

4. The Property Ombudsman — independent redress

Aura Property Deals Ltd is an active member of The Property Ombudsman (TPO), effective 6 October 2026. Membership number: T15001. Branch ID: T15001-0.

If you remain unhappy after our final viewpoint letter, or eight weeks have passed without a final response, you may refer your complaint to TPO. Referral must be made within 12 months of receiving our final viewpoint letter. TPO

normally also requires you to have complained to the business within 12 months of the event or becoming aware of it.

TPO also explains that where a business has not responded, you may refer sooner if you follow up after 15 working days and there is still no response after a further five working days. Contact TPO for guidance on eligibility and deadlines.

The Property Ombudsman

Unit 159756, PO Box 7169, Poole, BH15 9EL

Telephone: 01722 333306

Email: admin@tpos.co.uk

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

Consumer guidance: <https://www.tpos.co.uk/consumers/how-it-works/>

TPO provides a free independent redress service and determines whether a complaint and service fall within its jurisdiction. Membership does not mean every commercial dispute or standalone analysis service is covered. We will cooperate with TPO and comply with decisions binding on us.

5. Partner services and your rights

For co-sourced opportunities, we will investigate Aura's role and coordinate with the partner where appropriate. We will explain responsibility for any separate service and how to complain to that business. Partner involvement will not prevent us investigating complaints about our own work.

For unresolved concerns about personal information, you may also contact the Information Commissioner's Office at <https://ico.org.uk/make-a-complaint/>. This procedure does not limit your statutory rights, access to advice or right to seek a legal remedy. Court limitation periods continue to apply.

6. Confidentiality and improvement

Complaint information is handled securely and shared only where necessary for investigation, resolution, insurance, redress or legal obligations. We retain complaint records under our privacy policy and documented retention schedule, review their causes and use the findings to improve our services.