



The HMO Guys

The co-living specialist

Our Complaints Procedure

We are sorry that you feel the need to make a complaint.

We are members of [UKALA](#) and belong to the Property Redress Scheme (PRS), an independent dispute resolution scheme.

The HMO Guys is a trading style of Purple Sand Group Limited. The complaints procedure has been structured to ensure that any concerns are dealt with as quickly and efficiently as possible.

Please follow the following process:

1. To ensure that your concerns are addressed as efficiently as possible we ask that you first raise the issues verbally or via email with the individual concerned. to the Director for the area/
2. If the matter is not resolved to your satisfaction, contact Liam Pope, Operations Manager, on 07501 939 276 or via email liam@themoguy.com

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken.

3. As a final step, should you not receive a satisfactory response, please contact Neil Walton, Managing director on 0161 710 1170 or by email neil@themoguy.com

Your complaint will be acknowledged within three working days of receipt and an investigation undertaken.

A formal written outcome of the investigation will be sent to you within 15 working days.

This letter will confirm that you are entitled if dissatisfied to refer the matter to [The Property Redress Scheme](#) within 12 months for a review including the relevant contact details.



Purple Sand Group Limited

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The HMO Guys is a trading style of Purple Sand Group Limited, Registered in England: 10941992
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