Omnia Property Group Complaints Procedure updated 2026 – see footer for reviews

Omnia Estates Complaints Procedure

This procedure is designed to provide a clear way in which to have your complaint logged and dealt with in a timely fashion. These are the internal procedures Omina will follow, your complaint will be dealt with in a maximum of 8 weeks.

Step 1: Complaint Received

In the first instance, please either telephone 0114 279 2840 or preferably email helpdesk@omniapropertygroup.com giving your full name, contact details and the details of your complaint, this email or phone call will be acknowledged within 3 working days. A full and thorough investigation will then be undertaken.

Step2: Written Outcome

A written outcome of the investigation will be issued within 15 working days of the acknowledgement of the Complaint.

If the complainant remains dissatisfied.

Step3: Detached Review

A prompt and detached review will be undertaken by a member of the Omnia Team not involved in the original investigation or complaint and will respond within 15 working days of your escalation. This will be followed up with a written statement setting out the review findings and expressing the final view point (including any offer made) This communication (letter or e-mail) will inform of our TPO membership and contact details – detailed below, the letter will also detail the 12 month timescale for referring the matter to TPO if the complaint is not resolved to the satisfaction of the complainant.

The Property Ombudsman

If you are still not satisfied after the last stage of Omnia Estates in-house complaint procedure, or your complaint hasn't been dealt with in the 8 weeks time scale, Omnia Estates are members of the below service and if you feel your complaint has not been handled correctly and resolved, without charge, you can contact the below, you have a 12 month timescale to refer the matter to TPO:-

Post: The Property Ombudsman:

33 The Clarendon Centre Salisbury Business Park, Dairy Meadow Lane, Salisbury, Wiltshire, United Kingdom, SP1 2TJ

Telephone: 01722 333306 (Monday to Friday 9.00am – 5.00pm)

Email: admin@tpos.co.uk Web: www.tpos.co.uk

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