

OLAPA Ltd

In-House Complaints Procedure

Location: Barnsley, United Kingdom

1. Introduction

OLAPA Ltd is committed to delivering high-quality services to all customers and stakeholders. We recognise that, on occasion, individuals may wish to raise concerns or complaints. This procedure outlines how complaints will be managed promptly, fairly, and transparently in accordance with best practice and UK consumer protection standards.

2. Purpose of This Procedure

This complaints procedure aims to:

- Provide a clear and accessible process for customers to raise concerns.
 - Ensure complaints are handled efficiently, consistently, and professionally.
 - Promote resolution and prevent recurrence of issues.
 - Support continuous service improvement.
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3. What Constitutes a Complaint?

A complaint is any expression of dissatisfaction regarding:

- The quality or accuracy of services provided.
 - Staff behaviour, conduct, or communication.
 - Information, listings, or processes relating to online property auctions.
 - Delays, administrative errors, or platform issues.
 - Any aspect of the customer experience with OLAPA Ltd.
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4. How to Make a Complaint

Customers may submit complaints through any of the following channels:

4.1 Email

Complaints can be submitted to: hello@olapa.co.uk

4.2 Post

OLAPA Ltd
106 West Street, Worsbrough, Barnsley, S70 5DG

4.3 Online Form (if available)

Customers may complete the online complaints form via our website.

4.4 Telephone

Complaints may be raised verbally, though written submission may be requested for clarity and record keeping.

5. Information Required

To investigate a complaint effectively, the following information should be provided:

- Full name and contact details.
- Details of the issue, including dates, times, and relevant transaction or listing numbers.
- Names of individuals involved (if known).
- Copies of relevant documents or screenshots.
- Preferred outcome or resolution (optional).

6. Complaint Handling Process

Step 1: Acknowledgement

- OLAPA Ltd will acknowledge receipt of the complaint within **3 working days**.
- The acknowledgement will confirm who is managing the complaint.

Step 2: Investigation

- A trained member of staff or manager will review all information provided.
- Additional details may be requested where necessary.
- Investigations will be conducted impartially and confidentially.

Step 3: Response

- A final written response will be issued within **10–14 working days**.
- If the investigation requires more time (e.g., complex cases), the customer will be updated periodically.

Step 4: Resolution

Possible outcomes may include:

- Apology and explanation.
 - Remedial action or correction of errors.
 - Training or staff review.
 - Policy or process improvements.
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7. Escalation Procedure

If the complainant is dissatisfied with the initial outcome, they may request an internal review by a senior manager or director.

The request must be made within **14 days** of receiving the initial response and should include:

- Grounds for dissatisfaction.
- Any additional evidence supporting the complaint.

A reviewed decision will be supplied within **10 working days** of escalation.

8. External Resolution Options

If the complainant remains dissatisfied after exhausting OLAPA Ltd's internal process, they may seek independent advice or raise their concern with:

- Citizens Advice
 - Trading Standards
 - Property Redress (OLAPA Ltd Membership number: PRS008674)
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9. Record Keeping

OLAPA Ltd will maintain records of all complaints for a minimum of **six years**, including:

- Complaint details
- Investigation notes
- Correspondence
- Final outcomes

Records will be used to identify trends and improve service delivery.

10. Confidentiality & Data Protection

All complaints are handled confidentially. Personal data will be processed in accordance with:

- UK GDPR
- Data Protection Act 2018

Information is only shared internally on a need-to-know basis.

11. Continuous Improvement

OLAPA Ltd reviews complaint patterns to:

- Identify recurring issues
 - Improve systems, training, and customer support
 - Enhance overall service quality
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12. Review of Procedure

This complaints procedure will be reviewed annually or following significant operational or regulatory changes.

Last Updated: 25/11/2025

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