



GeoCerta Complaints Policy

GeoCerta aims to provide the highest service levels to customers at all times.

However, we recognise that on occasion a customer may feel the need to complain about something. We take these matters very seriously and will strive to do everything possible to resolve issues fairly and transparently..

We will:

- Acknowledge your complaint within 5 working days
- Investigate and provide a full response within 20 working days
- Engage with you or your representative

Please address complaints to:

The Complaints Officer
GeoCerta Ltd
info@geocerta.io

GeoCerta is registered with The Property Ombudsman Scheme. If you are not satisfied with our response to your complaint you may refer the matter to the Ombudsman: www.tpos.co.uk and admin@tpos.co.uk. GeoCerta will co-operate fully with the Ombudsman as part of any investigation and be bound by the outcome of its decision regarding any complaint.

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