

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing, including as much detail as possible. We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied after the last stage of the in-house complaint procedure (or more than 8 weeks has elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge.

The Property Ombudsman

Milford House

43-55 Milford Street

Salisbury

Wiltshire

SP1 2BP

01722 333 306

admin@tpos.co.uk

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Head Office:

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Email: streatham@oaksestateagents.com

Company Registered in England & Wales, No. 9504799

Registered address

270 Streatham High Road, Streatham, London, SW16 6HE

VAT No. 212861135

Croydon Office:

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Company Registered in England & Wales, No. 11785877

Registered address

1 Bingham Corner, Lower Addiscombe Road, Croydon, CR0 7AA

VAT No. 318679660

South Norwood:

Tel: 020 8194 2779

Email: southnorwood@oaksestateagents.com

Company Registered in England & Wales, No. 12334942

Registered address

157 Portland Road, South Norwood, London, SE25 4UX

VAT No. 342607906

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaints procedure, before being submitted for an independent review.

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