

Complaints Procedure

We are committed to providing a professional service to all our clients and customers. If things go wrong, we need you to tell us about them. This will help us improve our service going forward and resolve issues as soon as possible.

If you have complaints, please put this in writing (letter or email) to us. We will then acknowledge and respond in line with the timescales and stages set out below.

Process of Complaints

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to London Real Estate Office. Please include as much detail as possible, including dates, names of any members of staff you dealt with, and where you are able to enclosing/attaching any supporting evidence. Please also leave your details clearly for you to respond back e.g. email/address etc.

Stage 2—Our Acknowledgement

Your complaint will be acknowledged, and we will start our in house complaints process

Stage 3—Our Investigation

Your complaint will be investigated and (relevant member of staff) will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate

Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by [relevant member of staff].

Stage 5—The Property Ombudsman

If our final viewpoint letter does not resolve matters (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
SP1 2BP
01722 333306
www.tpos.co.uk admin@tpos.co.uk

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.