

## INTERNAL COMPLAINTS PROCEDURE

We are committed to delivering clear and concise communication to all consumers. We work tirelessly to deliver excellence, accepting that sometimes, despite our best efforts, things slip through the net.

Should you feel you have reason to complain, we encourage you to raise the matter immediately and allow us the opportunity to overcome that shortfall.

Our staff are trained and qualified to standards. We rigorously enforce each respective code of conduct to ensure that your interests are safeguarded. Where we have been unable to satisfy a complaint internally, The Property Ombudsman acts as a wholly independent redress scheme for our consumers. The process for raising a complaint can be found below.

### Complaints Procedure

#### STAGE 1

In the first instance, please write to us. The grievance will be acknowledged in writing within 3 working days and then investigated thoroughly in accordance with our established in-house procedures. A formal written outcome of the complaint will be sent to you within 15 working days of your grievance being acknowledged by us. If we require longer than this timescale, we will advise you in writing and confirm our revised response date.

**Billy Ahmed**  
**Manager**  
**2 East Vale, Acton, London,**  
**W3 7RU**

## STAGE 2

If you remain dissatisfied with the result of the internal investigation, please write to our director and request a review. Following the conclusion of our in-house review, we will write to you within 15 days with a final viewpoint letter. At this point our internal procedure is exhausted.

**Aziz Khan**  
**Director**  
**2 East Vale, Acton, London,**  
**W3 7RU**

## STAGE 3

If you remain dissatisfied with the conclusion of the in-house review, you can refer the matter to The Property Ombudsman to be independently reviewed. 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 our in-house complaints procedure, before being submitted for an independent review.

**The Property Ombudsman**  
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