

ALEX GOLDSTEIN

& ASSOCIATES
PROPERTY CONSULTANTS
BESPOKE BUYING & SELLING

In-House Complaints Procedure

I am committed to providing a professional service to all my clients and customers. When something goes wrong, I need you to tell me about it. This will help me to improve my standards.

If you have a complaint, please put it in writing, including as much detail as possible. I will then respond in line with the timeframes set out below (if you feel I have not sought to address your complaints within 8 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?

I will send you a letter acknowledging receipt of your complaint within 3 working days of receiving it, enclosing a copy of this procedure.

I will then investigate your complaint. This will normally be dealt with by myself who will review your file and speak to any other members of staff who may have dealt with you. A formal written outcome of my 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 me again and I will arrange for a separate review to take place.

I will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

www.tpos.co.uk

admin@tpos.co.uk

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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