



## IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and we hope that at all times you are entirely satisfied with the service you receive from us. We do however understand that occasionally, things may not go according to plan and in any such situation we would like you to notify us at your earliest opportunity. This will help us in our endeavour to resolve any complaint or dispute as quickly as possible, it will also enable us to monitor and where necessary, improve the service we provide. Should you be unhappy with our service, this is intended to explain our complaints procedure.

We would ask you to firstly refer your concern in writing (with as much detail as possible) to the manager of our relevant department. We shall acknowledge this as soon as possible and no later than 3 working days after receiving such notice. Our letter of acknowledgement will also enclose a copy of our complaints procedure.

The matter will then be investigated, reviewed and responded to within 15 working days of us receiving this (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). You may make your initial communication either in person, by phone, email or by post:

- Phone: 020 7722 9799
- Email: [customercare@hadleigh.co.uk](mailto:customercare@hadleigh.co.uk)
- Post: Customer Care, Hadleigh Residential, 19 Belsize Grove, London, NW3 4TX

In most situations, disputes or complaints can be addressed by the relevant department manager and resolved amicably. If however the response you receive is unsatisfactory, the matter will be referred to the firm's partners. This will then be independently reviewed as quickly as possible, again not later than 15 working days after receipt of a referral.

Following the outcome of our review, if you remain dissatisfied you can seek redress through 'The Property Ombudsman' who will provide a free, independent and impartial service for dealing with any unresolved disputes. The Property Ombudsman contact details are:

### **The Property Ombudsman Ltd (TPO)**

**43-45 Milford Street**

**Salisbury, Wiltshire**

**SP1 2BP**



**01722 333 306 (Monday – Friday 9am – 4.30pm excluding bank holidays)**

**[admin@tpos.co.uk](mailto:admin@tpos.co.uk)**

**[www.tpos.co.uk](http://www.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.