



IN-HOUSE COMPLAINTS PROCEDURE

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

We will, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeric ability, economic circumstances, bereavement or do not speak English as a first language.

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 complaint 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 written acknowledgement of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure with it.
- We will then investigate your complaint. This will normally be dealt with the Office Manager who will review your file and speak to the members of staff who dealt with you.

A formal written outcome of the investigation will be sent to you within 15 working days of the receipt of the original complaint.

- 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 review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman without charge; please see below.



LONDON LAND MANAGEMENT

Details of the Property Ombudsman

The Property Ombudsman

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

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

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