



In house 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 to improve our service going forward and resolve issues as soon as possible.

If you have a complaint, 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.

Stage 1—Your Complaint

Please put your complaint in writing either by letter or email and address it to the Operations Manager. 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.

Stage 2—Our Acknowledgement

Your complaint will be acknowledged and we will start our in house complaints process. Timescale: within 3 working days

Stage 3—Our Investigation

Your complaint will be investigated and the operations manager will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.
Timescale: within 15 working days of receiving your complaint

Stage 4—Final Viewpoint

If you remain dissatisfied, you should contact us again and we will conduct a separate review to take place by the CEO.

This will outline our final viewpoint on the matter. Timescale: Within 15 working days of receiving your request for a further review

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.

Timescale: You must refer your complaint to the Ombudsman within 12 months of receiving our final viewpoint letter

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP
01722 333306
www.tpos.co.uk admin@tpos.co.uk

Shaws Kensington Estate Agents are a member of Propertymark who can be contacted here:

Arbon House, 6 Tournament Court
Edgehill Drive, Warwick CV34 6LG
help@propertymark.co.uk
01926 496 800