

## Complaints Handling Procedure

Being a member of The Property Ombudsman The Agency (Real Estate) Limited are committed to providing a professional service to all our clients and customers. However, occasionally things can go wrong and you may need to complain, which will help us to improve our standards. So in order to safeguard all parties interest we have the following complaints procedure: When something goes wrong, we need you to tell us about it.

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 numeracy 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 and evidence as possible and send it to our company manager below:

**ATTN: Jitendra Thakorlal – Company Manager**  
**The Agency (Real Estate) Limited**  
**201 Whitchurch Lane, Edgware, Middlesex, HA8 6QT**  
**Tel: 02089305311 Email: [jitendra@the-agencyltd.com](mailto:jitendra@the-agencyltd.com)**

We will then respond in line with the timeframes set out below (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).

What will happen next?

- We will send you written acknowledgment of the receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of 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 (company director).
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.
- If you are still not satisfied with our final viewpoint (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.

**The Property Ombudsman**  
**Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP**  
**Tel: 01722 333 306 Email: [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 from the date of our final viewpoint , including any evidence to support your case.

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