



## **Complaints Procedure**

If you have a complaint against the company regarding any issues for the service provided, we have a set down procedure which is as follows:

- If you have a complaint this must be notified in writing (which includes email, although any initial details can be taken by telephone call), detailing the nature of the complaint. We will send a response acknowledging receipt of your complaint within three working days of receiving it.
- Charlesons will undertake to resolve your complaint within 15 working days, although if we are unable to comply with this timescale for any reason, we will advise you within this period. (A delay may occur where a further inspection may be necessary, and access may not be possible within the time frame).
- The Department Manager or a nominated Deputy will address promptly queries arising out of recent work undertaken by the Department.
- The Department Manager will acknowledge the complaint in an appropriate manner and keep the client or customer informed of developments and endeavour to reach a satisfactory resolution.
- If you remain unsatisfied with the resolution of your complaint, or the matter involves a financial settlement, the details may be passed to the Managing Director who will be responsible for the handling of material claims against the company and for the handling of any complaints and claims not satisfactorily resolved by the Department Manager.
- If the resolution of the complaint or claim involves any payment by the company, the Company will undertake the relative administration and prompt remittance of such payment to the complainant.
- All complaints and claims will be judged and dealt with in a manner likely to bring the matter to a satisfactory conclusion in the interest of the client or customer.
- If you are still not satisfied after the last stage of the in-house complaint procedure (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.

**Ombudsman Services: The Property Ombudsman, 43-55 Milford St, Salisbury SP1 2BP**

**01722 333 306**

[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.

### **Charlesons Contact Details**

Address: 357 Eastern Avenue, Gants Hill, Ilford IG2 6NE

Telephone: 020 8550 5222

e-mail: [contact@charlesons.co.uk](mailto:contact@charlesons.co.uk)