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91 Main Road, Sidcup, Kent DA14 6ND Tel: 0203 985 4985 Email: village@village-lettings.co.uk

IN-HOUSE COMPLAINTS PROCEDURE

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

If you have a complaint, please put it in writing, including as much detail as possible. We have two weeks to consider your complaint. If we have not resolved it within this time you may refer your complaint to The Property Ombudsman.

What will happen next?

- All complaints should, in the first instance, be directed to the “handling” staff member at the branch that you have been dealing with. He or she will endeavour to resolve your complaint immediately, and no later than within 10 working days of the first notification.
- If you remain dissatisfied, you may then further your complaint, which must be in writing, to the Branch Manager responsible for the branch in question. You must write to them within one month of receiving the initial handling staff member’s response. The Branch Manager will acknowledge your complaint within 3 working days of receipt of your letter and provide you with a full written response within 15 working days.
- If you remain dissatisfied, you may address your concerns in writing to our Managing Partner, within one month of the response from the relevant Branch Manager. The relevant office you are dealing with can provide you with the contact details. Your letter will be acknowledged within 5 working days of receipt and you will be provided with a “final viewpoint” written response on behalf of the company within 15 working days of receipt of your letter.
- After you have received a response from the Managing Partner, you may approach The Property Ombudsman if you are not satisfied with the response given. Details of how to do this will be contained within the final viewpoint letter, namely; “information in this regard can be found within The Property Ombudsman Consumer Guide or online at www.tpos.co.uk Please note that you must do so within 6 months of the date of the final viewpoint letter received. The property ombudsman will not consider your complaint until our internal complaints process has been exhausted” If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

01722 333 306

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.



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