

SOUTH HAMPSTEAD RESIDENTIAL

Personal Service. Fine Homes.



South Hampstead Residential Ltd, 36 Gloucester Avenue, London,
NW1 7BB

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www.southhampsteadresidential.co.uk

Complaints Procedure

As a firm licensed by ARLA|propertymark, South Hampstead Residential Ltd aims to provide the highest standards of service to all landlords and tenants, but to ensure that your interests are safeguarded, we offer the following:

If you believe you have a grievance, please write in the first instance to the Director, Martin Wheeler at the address below:

martin@southhampsteadresidential.co.uk or 36 Gloucester Avenue, London, NW1 7BB.

The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established in-house procedures. A formal written outcome of the complaint will be sent to you within 7 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.

If you remain dissatisfied with the result of the internal investigation, you may provide further representations requesting an alternative outcome.

We will conclude our in-house review within a further 14 days and write to you with a final written statement.

If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter to The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire, SP1 2BP. 01722 333 306 - admin@tpos.co.uk - 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.



Martin Wheeler MARLA, Director.