



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 it in writing (either letter or email) to us. We will then acknowledge and respond in line with the timescale and stages set out below:

Stage 1 – Your complaint.

Please put your complaint in writing either by letter or by email and address it to:

Jayne Parnes
Bigwood Estates
82 Heath View
London
N2 0QB

Please include as much detail as possible, including dates, names of any members of staff you dealt with and where you are able, to enclose or attach any supporting evidence.

Stage 2 – Our acknowledgement

Your complaint will be acknowledged within 3 working days of receiving your complaint and we will start our in-house complaints process.

Stage 3 – Our investigation

Your complaint will be investigated and within 15 working days of receiving your complaint, we will provide a formal written response addressing your specific complaint and propose resolutions where appropriate.

Stage 4 – Final viewpoint

If you remain dissatisfied, you should contact us again and within 15 working days of receiving your request for a further review, we will conduct a separate review to take place. This will outline our final viewpoint on the matter.

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

Their address:

The Property Ombudsman
Milford House
43-55 Milford Street
Salisbury
SP1 2BP

01722 333306
www.tpos.co.uk admin@tpos.co.uk