

# **Customer Complaints Procedure**

Estates 17 Limited (trading as Estates East) is a member of The Property Ombudsman Service (TPOS) and aims to provide the highest standard of customer service. In order to ensure that your interests and legal rights are safeguarded, we have created a procedure by which any raised complaints are handled. This allows us to handle any issues or concerns effectively and in a consistent manner, and wherever possible, as soon as they are raised.

We have set out below guidance for making a complaint in relation to:

- Estate Agency
- Residential Lettings & Property Management

## **Residential Estate Agency - making a complaint**

### **Stage One - Branch Manager**

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with. They will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

### **Stage Two – Group Operations**

If you remain dissatisfied and wish to further escalate your complaint, you may write to the Group Operations Director at the address below, or via email to [rstrong@estateseast.co.uk](mailto:rstrong@estateseast.co.uk). Your letter will be acknowledged within three working days of receipt and a full review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days, Group Operations will detail their findings and recommendations in a written response to you.

Group Operations  
Estates East  
2 Sebert Road  
Forest Gate  
London E7 0NQ

### **Stage Three – Managing Director**

If you remain dissatisfied, you may then further your complaint in writing to the Managing Director. (The Group Operations Manager will supply you with their name and contact details upon request). Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing Stage Two.

Your escalation will be acknowledged within three working days of receipt and the Managing Director will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days, setting out our final view on the matter.

## **Stage Four - The Property Ombudsman**

After you have received our final view letter, if you are still not satisfied with the proposed resolution (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman Service (TPO), without charge. Details of how to do this are contained within the final view letter.

The contact details of TPO are as follows:-

The Property Ombudsman  
Milford House  
43 Milford Street  
Salisbury  
Wiltshire SP1 2BP  
01722 333306  
[admin@tpos.co.uk](mailto:admin@tpos.co.uk)  
[www.tpos.co.uk](http://www.tpos.co.uk)

Please note that if you do wish to contact TPO, you must do so within 12 months of the date of the final view letter.

It is also important to note that TPO will not consider your complaint until our internal Customer Complaints Procedure has been exhausted.

## **Residential Lettings & Property Management - making a complaint**

### **Stage One – Branch Manager or Department Head**

All complaints should, in the first instance, be directed to the Manager of the Branch or the Department Head of the Property Management Team you have been dealing with.

The manager/department head will endeavour to resolve your complaint within 5 working days.

### **Stage Two – Group Operations**

If you remain dissatisfied and wish to further escalate your complaint, you may write to the Group Operations Director at the address below, or via email to [rstrong@estateseast.co.uk](mailto:rstrong@estateseast.co.uk). Your letter will be acknowledged within three working days of receipt and a full review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days the Group Operations Director will detail their findings and recommendations in a written response to you.

Group Operations  
Estates East  
2 Sebert Road  
Forest Gate  
London E7 0NQ

### **Stage Three – Managing Director**

Should your complaint remain unresolved, you may refer it to the Managing Director. If so, you should send a written summary of your complaint to the Managing Director, within one month of receiving the Group Operations Director's response. (The Group Operations Director will supply you with the Managing Director's name and contact details upon request).

They will acknowledge your complaint within 3 working days of receipt and provide you with a written response within 15 working days.

### **Stage Four – The Property Ombudsman**

After you have received our final view letter, if you are still not satisfied with the proposed resolution (or more than 8 weeks have elapsed since the complaint was first made) you can request an independent review from The Property Ombudsman Service (TPO), without charge. Details of how to do this are contained within the final view letter.

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Please note that if you do wish to contact TPO, you must do so within 12 months of the date of the final view letter.

It is also important to note that TPO will not consider your complaint until our internal Customer Complaints Procedure has been exhausted.