



COMPLAINTS PROCEDURE

Fraser & Co



FIND WHAT MOVES YOU

Paddington | Baker Street | City & Shoreditch | Colindale | Kew Bridge & Brentford

OUR CUSTOMER COMPLAINTS
PROCEDURE

At Fraser & Co, we are committed to providing our clients with the highest level of service and satisfaction. However, we understand that sometimes things may not go as planned. If you have any concerns or complaints about our service, we want to hear from you so that we can make things right.

We are a member of The Property Ombudsman Service (TPOS) and aim to provide the highest standard of service to all our customers. In order to ensure that your interests are safeguarded, we have put into place a set process by which any raised complaints are handled; this allows us to handle any issues or concerns effectively and wherever possible, as soon as they are raised.

RESIDENTIAL ESTATE AGENCY

1
Contact the Branch
Manager

All complaints should, in the first instance, be directed to the Manager of the Branch you have been dealing with. Your complaint will be acknowledged within three working days. They will endeavour to resolve your complaint immediately, and no later than 5 working days of the first notification.



“Gemma has been helping me to source good tenants for my unit for many years at good rates. She will go extra miles to assist in resolving issues relating to my unit although it is not her area of responsibility. Top-notch services!!! Thank you Gemma!”

- Joyce Lim 5 Star Google Review -

2
Contact the company
Director

If you remain dissatisfied, you may then further your complaint in writing to our Director; the Branch Manager will supply you with their name and contact details. Where necessary, if the situation remains, we recommend that the issue is raised within one month of completing Stage 1. Your escalation will be acknowledged within three working days of receipt and the 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.

3
Customer Relations
Manager

If you remain dissatisfied and wish to further escalate your complaint, you may write to the Customer Relations Manager at the address below, or via complaints@fraser.uk.com. Your letter will be acknowledged by the heads of the company 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 Customer Relations Manager will detail their findings and recommendations in a written response to you, to confirm our ‘final viewpoint’ on the matter.

4
The Property Ombudsman

After you have received our final letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are on The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk or you can start a complaint here: <https://selfserve.tpos.co.uk/> or by scanning the QR code

5
If you Remain Dissatisfied

You can then contact The Property Ombudsman to request an independent review. Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaint’s procedure has been exhausted.



Customer Relations Manager
Fraser & Co
Unit 12 West End Quay,
1 South Wharf Road,
Paddington, London,
W2 1JB



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



Call TPO on:
01722 333 306



START COMPLAINT - TPO

RESIDENTIAL LETTINGS & PROPERTY MANAGEMENT

1

Contact the Property Manager or the Branch Manager

All complaints should, in the first instance, be directed to the Manager of the Branch or the Property Manager of the Property Management Team you have been dealing with. Your complaint will be acknowledged within 3 working days of receipt and following a full investigation you will receive a written response within 15 working days.



“The property viewing, finalising and handover process was really hassle free with Fraser & Co. Thanks to Jack Townsend and Joanne Lynch for the great service they provided. It was great to deal with them. Great team.”

- Surabhi Mahale 5 Star Google Review -

4

The Property Ombudsman

After you have received the company’s final viewpoint, as outlined above, and are still not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final view point letter alongside a link to the TPOS consumer guide at www.tpos.co.uk. If you wish to contact TPOS, it must be done within 12 months of the date of the final viewpoint letter. It is also important to note that TPOS will not consider a complaint until our internal complaint’s procedure has been exhausted.

5

If you remain dissatisfied

If you remain dissatisfied, you can then contact The Proper ty Ombudsman to request an independent review. Please note that if you do wish to contact The Proper ty Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaint’s procedure has been exhausted. You can start a complaint here: <https://selfserve.tpos.co.uk/> or by scanning the QR code below



2

Contact the company Director

If you remain dissatisfied, you may then further your complaint in writing to our Director; the Branch Manager will supply you with their name and contact details. Where necessary, if the situation remains, we recommend that the issue is raised within one month of completing Stage 1. Your escalation will be acknowledged within three working days of receipt and the 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.

3

Customer Relations Manager

Should the concerns raised still remain, or if you are dissatisfied with any aspect of our handling of the complaint at Stage 1, you may escalate the complaint by writing to either the Customer Relations Manager, at the below address or to the named person whose contact details will be in the final paragraph of your Stage 1 response. We will acknowledge your escalated complaint within 3 working days. A full review of the complaint will be undertaken, including how it has been handled to date, which may inc lude further investigations into the background of the concerns. Within 15 working days from receipt of the escalation, the findings and recommendations will set out, in writing, as a ‘final viewpoint’ on how it is believed th e complaint can be resolved.out, in writing, as a ‘final viewpoint’ on how it is believed th e complaint can be resolved.



Customer Relations Manager
Fraser & Co
Unit 12 West End Quay,
1 South Wharf Road,
Paddington, London,
W2 1JB



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



Call TPO on:
01722 333 306



START COMPLAINT - TPO

CONTACT

To find out more about the latest market updates from Fraser&Co, please contact:

Member of:



Paddington Office

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 5645
Email: paddington@fraser.uk.com

Baker Street Office

189 Baker Street
London NW1 6UY
Tel: +44 (0)20 7299 9050
Email: bakerstreet@fraser.uk.com

City & Shoreditch Office

47 Great Eastern Street,
London, EC2A 3EP
Tel: +44 (0)20 7708 6869
Email: city@fraser.uk.com

Kew Bridge & Brentford Office

571 Chiswick High Road
London W4 3AY
Tel: +44 (0)20 8747 0661
Email: kewbridge@fraser.uk.com

Colindale Office

5 Charcot Rd,
London NW9 5HG
Tel: +44 (0)20 8200 3070
Email: colindale@fraser.uk.com

New Homes

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 1284
Email: newhomes@fraser.uk.com

Land and Investments

47 Great Eastern Street,
London, EC2A 3EP
Tel: +44 (0)20 7708 6869
Email: city@fraser.uk.com

Property & Block Management

Unit 12, West End Quay
1 South Wharf Road
London W2 1JB
Tel: +44 (0)20 7723 5645
Email: management@fraser.uk.com

Mill Hill East Office

Plaza Collection Sales Suite
Bittacy Hill
London NW7 1BS
Tel: +44 (0)20 7725 4295
Email: info@fraser.uk.com

Associated offices in Hong Kong,
Singapore and Dubai



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VISIT WEBSITE

