

# Complaints Procedure

Here at Abode (Woodford) Ltd we pride ourselves on the level of customer service that we provide and are naturally concerned should you have cause to complain.

Abode (Woodford) Ltd is a member of both The Property Ombudsman and ARLA Propertymark – both government approved redress schemes.

In the event that you feel dissatisfied with our service, including the service of a contractor or third party who we have instructed to provide goods or services in relation to a property owned by or occupied by you, please write down the details of your complaint and either email or post to our branch.

## What happens next?

We will acknowledge your complaint within 3 working days. The Branch / Property Manager will conduct an investigation.

Within 15 working days of receipt of your initial complaint, you will receive a written response with the outcome of the investigation.

If you remain dissatisfied with the response, please contact us again by email or letter and the matter will be referred to the Director, for a further review – their written final viewpoint will be issued within a further 15 working days.

Should you still remain dissatisfied, you should then contact the The Property Ombudsman (contact details below), please be aware you have up to 12 months from the date of the Final Viewpoint email/letter to refer your complaint to the Ombudsman.

## The Property Ombudsman

Milford House  
43-55 Milford Street  
Salisbury  
SP1 2BP

Telephone: [01722 333306](tel:01722333306)

Website: [www.tpos.co.uk/](http://www.tpos.co.uk/)