

# Fraser & Co. Complaints Procedure



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London West End | City & Shoreditch | Colindale | Kew Bridge & Brentford



# Fraser & Co Complaints Policy.



**At Fraser & Co, our commitment to providing exceptional service extends to addressing any concerns or complaints promptly and effectively.**

**We understand that occasional issues may arise, and we strive to resolve them to our customers' satisfaction.**

## Our Approach

### **Prompt Response:**

We acknowledge all complaints within three working days to demonstrate our commitment to addressing your concerns in a timely manner.

### **Efficient Resolution:**

We endeavor to resolve complaints immediately, with a target resolution time of five working days from the initial notification.

### **Transparency:**

Throughout the complaints process, we maintain transparency by keeping you informed of progress and any investigations undertaken.

### **Accountability:**

We take responsibility for our actions and are dedicated to providing honest and constructive responses to your feedback.



# How to make a complaint.

## 01 Branch Manager

For streamlined complaint resolution, please address all concerns directly to your designated Branch Manager. Expect prompt acknowledgment of your complaint within five working days. Our dedicated team will work diligently to resolve your issue, aiming for resolution within three to five working days of your initial notification. Your satisfaction is our priority at Fraser

## 02 Details

Clearly explain the nature of your complaint, providing as much detail as possible to help the Branch Manager understand your concerns effectively.

## 03 Acknowledgment

Expect to receive acknowledgment of your complaint within five working days. This ensures that your complaint has been received and is being addressed.

## 04 Investigation & Resolution

Our skilled team will thoroughly investigate your complaint, keeping you informed at every step of the process. We aim to provide a resolution within three to five working days, striving for fairness and transparency throughout.



## 05

### Feedback & Follow-Up

After your complaint has been resolved, you may be asked to provide feedback on the handling of your complaint. This helps Fraser & Co to continuously improve their services.

## 06

### Escalation

If you feel that your complaint has not been adequately addressed, or if you're dissatisfied with the resolution provided, you may escalate your complaint to higher management or relevant authorities if necessary. You also reserve the right to appeal to a company director to reach a resolution.

## 07

### The Property Ombudsman (TPOS)

**For Tenants & Landlords & Homeowners:** If your complaint remains unresolved after following Fraser & Co's internal complaints procedure and after your appeal has been addressed by a company director, you have the option to escalate your complaint to TPOS for an independent review and resolution.

## Start A Complaint



#### Customer Relations Manager

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



#### The Property Ombudsman Ltd

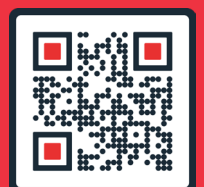
Milford House  
43-45 Milford Street  
Salisbury  
Wiltshire  
SP1 2BP



**Call:** 0207 723 5645  
**Email:** Info@fraser.uk.com



**Call:** 01722 333 306  
**Email:** admin@tpos.co.uk



START COMPLAINT - TPO

### London West End Office

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

### Property Management Hub

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

### Hong Kong Office

Level 18, China Building,  
29 Queen's Road Central,  
Central  
Tel: +852 9498 4333  
Email: [hongkong@fraser.uk.com](mailto:hongkong@fraser.uk.com)

### City & Shoreditch Office

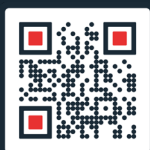
47 Great Eastern Street,  
London, EC2A 3EP  
Tel: +44 (0)20 7708 6869  
Email: [city@fraser.uk.com](mailto:city@fraser.uk.com)

### Kew Bridge & Brentford Office

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

### Colindale Office

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



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