

COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you have a complaint, please put it in writing to the contact addresses below, including as much detail as possible. Please mark your complaint for the attention of the Directors of Phillip Shaw.

E: info@phillipshawltd.co.uk

A: 146 Kenton Road, Harrow, Middlesex, HA3 8AZ

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

What will happen next?

- a) We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure. The date of receipt will be considered as follows for the various methods
 - i) By Email – the same day if delivered on a working day between 9:30am and 5:30pm Monday to Friday. If your email is received after 5:30am then it will be considered received on the next working day, i.e. if any email complaint is received at 5:31am on a Friday, it will be considered received at 9:30am on the following Monday.
 - ii) By Post – if your complaint is sent by post, it will be considered received the second working day from the date of posting, i.e. if your complaint is posted on a Monday, it will be deemed as received on the Wednesday.
- b) We will then investigate your complaint. This will normally be dealt with by the office manager who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- c) If, at this stage, you are still not satisfied, you should contact us again and we will arrange for a separate review to take place by a senior member of staff.
- d) We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter.

If you remain dissatisfied, you can then contact The Property Ombudsman to request an independent review:

The Property Ombudsman Ltd
Unit 159756
PO Box 7169
Poole
BH15 9EL

T: 01722 333 306

W: www.tpos.co.uk

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case. The Property Ombudsman requires that all complaints are addressed through this complaint procedure, before being submitted for an independent review