



## **In-House Complaints Procedure**

As a firm accredited by Safeagent, at Martin Allsuch & Co Estate Agents we want you to be fully satisfied with our service. Sometimes things don't go to plan and when something does go wrong, we need you to tell us about it. This will help us to improve our standards.

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, including as much detail as possible:

- your name and contact details
- confirmation of what your relationship is to the property
- the full address of the tenancy property, if you have those details
- the aspect of our service you are complaining about
- how you would like us to put matters right

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).

Greta / Martin

Telephone number: 0208 953 5009 (option 3)

Email address: [Greta@martinallsuch.co.uk](mailto:Greta@martinallsuch.co.uk); [martin.allsuch@btinternet.com](mailto:martin.allsuch@btinternet.com)

Postal address: Martin Allsuch & Co, 3 High Street, Elstree, WD6 3BY

What will happen next?

- We will send you a letter acknowledging receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.

- 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.
- 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.
- 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  
01722 333 306  
admin@tpos.co.uk  
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 in-house complaints procedure, before being submitted for an independent review.