

CROFT ESTATES LONDON LIMITED

COMPLAINTS PROCEDURE

If you have a complaint, this document sets out the procedure which we will follow when dealing with your complaint, in line with The Property Ombudsman guidelines.

Croft Estates London Limited. Registered office is at 3rd Floor Lawford House, Albert Place, London, England, N3 1QA. Registered in England No. 14922848

1. Complaints about the service of Croft Estates should be sent in writing to:

The Directors
Croft Estates London Limited, Suite 58, 176 Finchley Road, London, NW3 6BT,

Or

admin@croftestates.com

Where your complaint may have initially been made to one of our offices, you will be required to send full details of your complaint **in writing** to the Directors or by email to admin@croftestates.com. Please note that to ensure the accuracy of the information passing between the parties, we do not deal with complaints over the telephone.

2. Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking. You will also be invited to make any further comments you may have in relation to the circumstances leading to your complaint.
3. Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our initial investigation and to let you know what actions have been, or will be taken. This response will have been provided by one of our Customer Service team under the direction of our Customer Services Manager working on behalf of the Directors.
4. If you remain dissatisfied with any aspect of the handling of your complaint, you should contact the Directors Office again at either of the above addresses, so that a further review can be instigated. You will receive a further written response within 15 working days from the date of receipt of your letter/email to inform you of the conclusion of this review. This response will have been provided by one of our Customer Service team under the direction of our Customer Services Manager working on behalf of the Directors. Where deemed necessary and at our sole discretion, Croft Estates will undertake a review of the entire complaint.
5. If you remain dissatisfied, you may refer the matter to The Property Ombudsman:

Web: <https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

Email: admin@tpos.co.uk

Post: The Property Ombudsman, Milford House, 43-55 Milford Street, Salisbury, Wiltshire SP1 2BP

Please note, that by making a formal complaint to Croft Estates and/or The Property Ombudsman, this will not necessarily delay or prevent our Credit Control Department issuing legal proceedings against you for any sums outstanding. Any complaint, pending or otherwise is an entirely separate matter to the fees due to us and therefore should be settled promptly to avoid litigation.