

INTERNAL COMPLAINTS PROCEDURE – RESIDENTIAL LETTINGS AND MANAGEMENT

1. As a member of Propertymark, who is registered with the Ombudsman for Estate Agents OFT Approved Estate Agents Redress Scheme we aim to provide the highest standards of service to all our customers. To ensure that your interests are safeguarded, a complaints procedure has been introduced. This provides for the matter to be dealt with internally and in the event that we are not able to deal with the issue to our mutual satisfaction, by reference to the Ombudsman for Estate Agents.
2. If you believe you have a complaint, please write in the first instance to *Fiona Carey* at the address below

**Campden Estates Ltd
132-134 Lots Road
London SW10 0RJ**

3. Your written complaint will be acknowledged within 3 working days, investigated in accordance with established in-house procedures, and a formal reply will be sent to you within 15 working days of receipt of your complaint.
4. If you are not satisfied with the outcome of our initial investigation, you are provided with further opportunity to have the complaint reviewed by our Managing Director *Susanna Morris* at the address given below

**Campden Estates Ltd
132-134 Lots Road
London SW10 0RJ**

5. We will write to you within 15 working days of receiving your written 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 93L**

01722 333 306

www.tpos.co.uk