

IN-HOUSE COMPLAINTS PROCEDURE

We are dedicated in providing a comprehensive service to all our customers. We want to deliver the best possible customer experience; we need you to advise us if something is wrong. If you would like to raise a complaint to us, please follow the steps below to action:

- 1) Please report your complaint in writing to complaints@streetsahead.info
- 2) Addressing the relevant person on your email as follows.
 - For Lettings - Nick Durkin
 - For Sales - Jola Bamigbola
 - For Asset Management - Daisy Mills
- 3) Specifying in as much detail as possible, including any timelines.
- 4) You will receive an acknowledgment of your email to the above address within three working days.
- 5) Investigation into your written complaint will be dealt with by the relevant office manager, following review and speaking to any relevant persons.
- 6) A formal written outcome of our investigation will be sent to you within fifteen working days.
- 7) If you are not satisfied with the outcome following our investigation, you will need to contact us with a further request in writing. We will then carry out a separate review of the findings and respond within fifteen working days from receipt of email confirming our final viewpoint on the matter.
- 8) If you are still dissatisfied with the outcome, you will need to contact the Property Ombudsman to request an independent review on the case, contact details as follows:

The Property Ombudsman Ltd
Milford House
43-45 Milford Street
Salisbury
Wiltshire
SP1 2BP

Telephone: 01722 333 306
www.tpos.co.uk

You will need to submit your complaint to The Property Ombudsman within twelve months of receiving our final viewpoint, including any evidence to support your case. Complaints must have been through our in house complaints procedure before you can proceed with The Property Ombudsman.