

Greenwich Peninsula Lettings – Customer Complaint Procedure

We value the opinions of our customers and clients and are committed to providing a professional service at all times. If something does not go as well as expected, we are keen to hear about it.

In line with The Property Ombudsman's Code of Practice our complaint handling procedure is outlined below:

1. In the first instance you should write to the main point of contact to whom you have been dealing with, giving full details of your complaint. This person will seek to investigate and resolve any issues you raise with the goal of finding a suitable resolution.
2. If you are not satisfied with the initial response, or the matter remains unresolved, you can escalate your complaint to the initial respondents Line Manager. They will acknowledge receipt within 3 working days. An investigation will then be undertaken, and you will receive a response to your complaint within 15 working days.
3. Once the Line Manager has issued their response, if you remain dissatisfied, you can escalate your complaint further to the Head of Lettings, for our company final viewpoint. A full and final investigation will be undertaken once more at this point and a written response will be sent to you within 15 working days, detailing our company's 'final viewpoint'.
4. If, after our company's final viewpoint, you are not fully satisfied, you can then refer your case to The Property Ombudsman for their review. Details of their complaints procedure and form can be found on their website **www.tpos.co.uk** along with their Code of Practice and Terms of Reference. Alternatively, you can call them on **01722 333 306** or write to them using the following email address:

admin@tpos.co.uk

The Property Ombudsman requires that any complaint should be addressed through our Complaints Procedure prior to being submitted to them for their independent review. You have 12 months from the date of our company final viewpoint to refer the matter to The Property Ombudsman.

If you require the contact details of any of the points of contact noted above, please contact the office on 0203 770 2230 or alternatively, email lettings@greenwichpeninsula.co.uk