FINLAY BREWER LETTINGS LIMITED
IN-HOUSE COMPLAINTS PROCEDURE

We are committed to providing a professional service to all our clients and customers. If things go wrong we need you to tell us about them. This will help us to resolve issues as soon as possible and improve our service going forward.

If you have a complaint please put this in writing (letter or email) to us. We will acknowledge receipt and respond in line with the timescales and stages set out below. The process should take no longer than 8 weeks.

We consider the needs of the individual and, where appropriate, make reasonable adjustments for consumers who might be disadvantaged because of factors such as their age, infirmity, disability, lack of knowledge, lack of linguistic or numeracy ability, economic circumstances, bereavement or do not speak English as a first language.

The Procedure:

Stage 1 – Your Complaint
Please put your complaint in writing either by letter or email and address it to Andrew Halim, Head of Property Management.
Please include as much detail as possible and include dates and names of any members of staff you dealt with. Please ensure you enclose / attach any relevant supporting evidence where available.
E-mail: andrew@finlaybrewer.co.uk
Write to: Andrew Halim, Finlay Brewer, 138 Shepherds Bush Road, London W6 7PB

Stage 2 – Our Acknowledgement
Your complaint will be acknowledged and we will start our in-house complaints process

Timescale: Within 3 working days of receiving your complaint.

Stage 3 – Our Investigation
Your complaint will be investigated and Andrew Halim will provide a formal written response addressing your specific complaints and proposing resolutions where appropriate.

Timescale: Within 30 working days of receiving your complaint.

Stage 4 – Our Final Investigation
If you remain unhappy your subsequent complaint will be investigated and Simon Gresswell, Director, will provide a written response outlining our final position and proposing resolutions where appropriate

Timescale: Within 15 working days of receiving your subsequent complaint.

Stage 5 – The Property Ombudsman
Should you remain dissatisfied after receiving our final viewpoint letter you can refer your complaint to:

The Property Ombudsman
Unit 159756, PO Box 7169, Poole, BH15 9EL
01722 333306 | www.tpos.co.uk admin@tpos.co.uk

Timescale:
You must refer your complaint to The Property Ombudsman within 12 months of the date of our final viewpoint letter.

Once in receipt of The Property Ombudsman review, if you still feel your complaint has not been satisfactorily resolved you have 6 months in which to refer your complaint to Propertymark for further details please see link here: www.propertymark.co.uk/professional-standards/complaints.html

If we have not addressed your complaints within eight weeks, you can refer your complaint to the Ombudsman.
No charge will be made for any complaint we handle.

The Property Ombudsman