

PROPERTYWORLD COMPLAINTS HANDLING PROCEDURE

Propertyworld aims to provide the highest standards of service to all customers but to ensure that your interests are safeguarded, we offer the following:

- If you believe you have a grievance, please write in the first instance to *Mr Dan Crowley* at the address below:

dan@propertyworlduk.net or

Propertyworld
4 Sydenham Road, Sydenham, SE26 5QW

- The grievance will be acknowledged within 3 working days and then investigated thoroughly in accordance with established “in-house” procedures. A formal written outcome of the complaint will be sent to you within 15 days. If we require longer than this timescale we will advise you in writing and confirm our revised response date.
- If you remain dissatisfied with the result of the internal investigation, please contact *Mr Richard Crowley* who will review the complaint.

Richard@propertyworlduk.net or

Propertyworld
4 Sydenham Road, Sydenham, SE26 5QW

- Following the conclusion of our in-house review we will write to you with a final written statement within 15 days of receiving your request for a further review.
- If you are dissatisfied with the conclusion of the in-house review of the complaint, you can refer the matter within 12 months of receiving our final viewpoint letter to:

The Property Ombudsman

admin@tpos.co.uk

01722 333 306

www.tpos.co.uk

[Make a Complaint - The Property Ombudsman \(tpos.co.uk\)](http://www.tpos.co.uk)

Please note the following:

You will need to submit your complaint to The Property Ombudsman within 12 months from the date of our final viewpoint, including any evidence to support your case.

The Property Ombudsman requires that all complaints are addressed through this in-house complaint procedure, before being submitted for an independent review.