

Agency 21 London Ltd

Complaints procedure

- Residential Sales
- Residential Lettings & Property Management

Contact Complaints department – Sofy Saleem (Branch Manager)

info@agency21international.co.uk

All complaints should, in the first instance, be directed to the manager of the branch you have been dealing with.

The complaints department will endeavour to resolve your complaint as soon as possible, otherwise no later than five working days from when they received notification of the issue.

If You're not satisfied !!

If you remain dissatisfied, you may then further your complaint in writing to the Directors of the business;

The complaints department will supply you with their name and contact details. Where necessary, if the situation remains unresolved, we recommend that the issue is raised within one month of completing of the first resolution.

Your complaint will be acknowledged within three working days of receipt and Director will work with you to try and resolve any issues raised as promptly as possible. A written response to summarise any investigations and steps taken will be sent within fifteen working days.

Your letter will be acknowledged within three working days of receipt and a full review of your complaint will be undertaken, including how it has been handled to date, which may include further investigations into the background of your concerns. Within fifteen working days the either Branch Manager / Director or and another senior sale member will detail their findings and recommendations in a written response to you, to confirm our 'final viewpoint' on the matter.

After you have received our final viewpoint letter, if you are not satisfied with the proposed resolution, you may approach The Property Ombudsman Service (TPOS). Details of how to do this are contained within the final viewpoint letter alongside a link to The Property Ombudsman Service (TPOS) consumer guide at www.tpos.co.uk

Please note that if you do wish to contact The Property Ombudsman Service (TPOS), you must do so within 12 months of the date of the final viewpoint letter. It is also important to note that The Property Ombudsman Service (TPOS) will not consider your complaint until our internal complaints procedure has been exhausted.