



103 High Street, Colliers Wood, London SW19 2JF

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CROSS & PRIOR (COLLIERS WOOD) LIMITED INTERNAL COMPLAINTS HANDLING PROCEDURE

Cross & Prior (Colliers Wood) Limited are committed to providing a professional service to all our clients. To ensure that we maintain our standards and treat clients fairly, we have a two-stage complaint procedure. We will always strive to deal with your complaint quickly at Stage One. However, if it is clear the matter will need a more detailed investigation, we will tell you and keep you updated on our progress.

COMPLAINTS PROCEDURE

If you have a complaint or comment, please register by:

- Phone **0208 715 0555**
- In writing at **Cross & Prior (Colliers Wood) Ltd, 103 High Street, Colliers Wood, London SW19 2JF**
- Email **enquiries@crossprior.co.uk**
- In person

We will then respond in line with the timeframes set out below (if you feel we have not sought to address your complaints within eight weeks, you may be able to refer your complaint to the Property Ombudsman to consider without our final viewpoint on the matter).

Stage one

- We will endeavour to acknowledge receipt of your complaint within three working days of receiving it, enclosing a copy of this procedure.
- We will then investigate your complaint. This will normally be dealt with by the directors who will review your file and speak to the member of staff who dealt with you. A formal written outcome of our investigation will be sent to you within 15 working days of sending the acknowledgement letter.
- If you are dissatisfied with our response at stage one, you should contact us again and ask us to consider your complaint at stage two.

Stage two

- We will arrange for a separate review at stage two if you indicate that you are dissatisfied with the response you have received at stage one.
- We will endeavour to acknowledge receipt of your request to move to stage two within three working days.
- We will write to you within 15 working days of receiving your request for a review, confirming our final viewpoint on the matter. We will provide you with a final written statement, and if applicable, an offer as to further action intended to satisfy the matter.

www.crossprior.co.uk

T: 0208 715 0555 | F: 0208 286 0622 | E: enquiries@crossprior.co.uk



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If you remain dissatisfied with our response at stage two, we will advise you of your right to contact The Property Ombudsman to make a complaint and request an independent review:

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

01722 333 306
admin@tpos.co.uk
www.tpos.co.uk

Please note the following:

- You will need to submit your complaint to The Property Ombudsman within 12 months of receiving our final viewpoint letter, including any evidence to support your case.
- The Property Ombudsman requires that all complaints are addressed through our internal complaints procedure, before being submitted for an independent review.