

In House Complaints Procedure

If you have a complaint this document sets out the procedure which we will follow in dealing with your complaint.

1. Complaints about the service of the Wilfords London Ltd should be sent in writing to:

The Directors, Wilfords London Ltd, 6 Holland Street, London, W8 4LT

2. Where your complaint may have initially been made orally to one of our offices you will be required to send full details of your complaint **in writing** to the Directors or by email to simon@wilfords.com

3. Once we have received written details of your complaint, we will contact you in writing within 3 working days to acknowledge your complaint and advise you of the actions we will be taking. You will also be invited to make any further comments you may have in relation to the circumstances leading to your complaint.

4. Within 15 working days of receiving your written complaint, we will write to you to inform you of the outcome of our investigation and let you know what actions have been or will be taken. This response will have been provided by one of our managers, responsible for the team who are involved.

5. If you remain dissatisfied with any aspect of the handling of your complaint you should contact the Directors again at the above address, who will instigate a further review and you will receive a written response within 15 working days from receipt of your letter to inform you of the conclusion of this review. This second response will be read and approved by a director before it is sent to you.

6. If you remain dissatisfied and you are a person or persons acting outside of your business, trade or profession except in relation to residential sales, lettings and management where any buyer, potential buyer/seller and all users of lettings and managing agents can use the services, you may refer the matter to the The Property Ombudsman

WILFORDS

LONDON

7. The contact details are The Property Ombudsman Ltd, Milford House, 43-45 Milford Street, Salisbury, Wiltshire, SP1 2BP. Telephone number 01722 333 306

<https://www.tpos.co.uk/consumers/how-to-make-a-complaint>

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.

Please note, that by making a formal complaint to Wilfords and/or the Ombudsman, this will not necessarily delay or prevent our Credit Control Department issuing legal proceedings against you for any sums outstanding. Any complaint, pending or otherwise is an entirely separate matter to the fees due to us and therefore should be settled promptly to avoid litigation.